

CARE AND SHELTER BRANCH

This annex describes the organizational and operational policies and procedures required to meet the food, clothing and shelter needs of people on a mass care basis during major disasters, as well as in a nuclear attack environment. It also cites authorities and specifies the public and private organizations responsible for providing mass care services.

OBJECTIVES

The overall objectives of care and shelter operations are:

- Provide food, clothing, shelter, and other basic necessities of life, on a mass care basis, to persons unable to provide for themselves as a result of a disaster.
- Provide an inquiry service to reunite separated families or respond to inquiries from relatives and friends outside the affected areas.
- Assure an orderly transition from mass care, to separate family living, to post-disaster recovery.
- Prepare for occupancy and operation of fallout shelters during a surge or mobilization period.
- Organize and manage fallout shelters in the event of a nuclear attack.

AMERICAN RED CROSS

The American Red Cross (ARC) as mandated by Federal Law 36-USC-3 and reaffirmed in Public Law 93-288, provides disaster relief in peacetime.

At the state level, the Statement of Operational Relationships between the ARC and the California Office of Emergency Services, and the Memorandum of Understanding between the ARC and the California Department of Social Services establishes the operating relationships between these agencies. The major care and shelter responsibilities of the Red Cross in the emergency period are included in an agreement developed between the City of San Jose and the American Red Cross.

Emergency mass care includes providing:

- Emergency lodging for disaster victims in public or private buildings.
- Food and clothing for persons in emergency mass care facilities.
- Food for disaster workers if normal commercial feeding facilities are not available.
- Registration and inquiry service.

The ARC acts cooperatively with state and local government, and private sector relief organizations to provide emergency mass care to persons affected by disasters in peacetime. There is no legal mandate for Red Cross involvement in a State of War Emergency. However, by decision of Chapter Boards of

Directors, the Red Cross Chapter Disaster Committees in California may, if incorporated into the civil defense plans of political subdivisions, serve as a component of civil defense to assist with emergency mass care operations.

ORGANIZATION AND RESPONSIBILITIES

The Department of Parks, Recreation, and Neighborhood Services is the Care and Shelter Branch Director. In this capacity, the Director, or designated alternate, will:

- Serve, along with the ARC representative, as the Care and Shelter Branch Director in the City EOC.
- Have overall responsibility for coordination of Care and Shelter operations within the City.
- Ensure that the City Council has approved a proclamation designating the ARC as the official disaster relief agency during peacetime disaster response and recovery operations.
- Encourage the interface of other private sector relief agencies in support of the ARC, especially the Collaborating Agencies Disaster Relief Effort (CADRE) organizations.
- In the event that the ARC and/or CADRE are not available to serve, the Branch Director will arrange for the opening and operation of mass care facilities until such time as the ARC, CADRE, or other non-government organizations are available to serve. ARC has no responsibility for shelters it did not open or authorize. The City will be responsible for such shelters.

Public Shelters

A list of public shelters, compiled from the National Facility Survey List, as well as the American Red Cross shelter listing, is kept on file in the County Office of Emergency Services.

Registration and Inquiry

During peacetime response and recovery operations, the ARC has the responsibility for conducting Registration and Inquiry operations. The ARC has trained Disaster Welfare Inquiry personnel, a system to recruit volunteer workers, and a tested program to handle mass inquiries. During most disasters, a Registration and Inquiry Center is established in the ARC Chapter office closest to the incident. On occasion, the ARC may designate a Headquarters for Disaster Operations. In the event fallout shelter operations are initiated, Registration and Information Coordinators in Reception and Care Centers have the responsibility for registration of shelter inhabitants.

Communications should be established between the Center and shelters, hospitals, and coroners' offices and morgues. Registration lists and location changes are sent to the Center daily, if practicable. If possible, inquiry and response information should be sent by teletypewriter exchange (TWX) or packet radio in order to provide a written record of the communications. Although every effort is made to locate all victims, it is probable that some persons whose homes may have been damaged will relocate

without registering. In light of this, the Coordinator should request the PIO to issue bulletins requesting relocatees to notify relatives of their whereabouts, as well as register at a Center.

Lodging Operations

- In widespread disasters, all suitable buildings, other than those being used for other emergency functions, may be used for lodging.
- Schools are the preferred facility for lodging, as they are public facilities and can accommodate a large number of persons. Churches are also appropriate, as they are often large and frequently have feeding facilities on the premises.
- Arrangements should be made in advance with owners or managers of all likely mass care facilities.
- In large-scale disasters, commercial lodging facilities such as motels and hotels should be reserved for the infirm that require special facilities.
- The lodging list should be updated as needed, at least annually.
- When possible, most of the lodging operations will be performed by personnel normally associated with the facility. However, in large-scale disasters, the shelterees, under the supervision of the facility manager, are expected to assist with many, if not most, of the operations.
- Pets will not be allowed in lodging facilities. Whenever practical, they will be housed in temporary animal control facilities. The County Humane Society has a plan for providing support.
- Only minimal health care will be available in mass care facilities.

Feeding Operations

Mass feeding operations will be the joint responsibility of the Department of Parks, Recreation, and Neighborhood Services and the American Red Cross, with the support of CADRE.

- During peacetime operations, arrangements will be made, when possible, for mobile feeding and refreshment services, as well as food delivery to persons in remote locations.
- Ordinarily, a central facility will be established for mass feeding.
- Mass feeding schedules will be published and distributed.
- Special diets will be provided, if possible, including those medically required, and those based on community food preferences based on culture or religion.

- Arrangements will be made with restaurants to augment mass feeding operations.
- Foodstuffs will be obtained from government stores prior to acquisition from the private sector.

Fallout Shelter Operations

The County Emergency Services Coordinator maintains a list of designated fallout shelters located in San José, compiled from the National Facility Survey List. This list is updated as necessary, but not less than annually. In the event fallout shelter operations are implemented, available space (10 sq. ft. per person) will be allocated on a first come - first served basis. Currently, a fallout shelter deficit exists in San José. Therefore, it is anticipated that given adequate lead-time, construction of new fallout shelters, upgrading of existing shelters and homes, and use of expedient shelters will be necessary. At this time, no shelters exist in San José, adequate to protect the population against blast or thermal radiation. Therefore, those citizens in assumed high risk areas with respect to the direct, prompt effects of a nuclear weapon detonation, will be notified of the potential danger by Emergency Alert System channels, and, based upon an informed decision, may elect to spontaneously evacuate the area, or remain in place, as the case may be.

Currently, designated fallout shelters in San José are not stocked with food, water, and other essentials. In the event fallout shelter operations are implemented, City and county authorities will provide what food and water they can for shelterees. However, it is doubtful that governmental agencies will be able to provide sufficient provisions for the anticipated 14-day stay period in the fallout shelters. Therefore, shelterees will be instructed to bring water, nonperishable food items, blankets or sleeping bags, infant care items, medical needs, personal hygiene supplies and other essentials with them to the shelter.

During a crisis period, those designated shelters, which are unmarked, will be marked by public safety personnel.

Given adequate lead-time, the City Radiological Defense Officer will recruit and train additional radiological monitors and fallout shelter managers, sufficient to ensure that one each is available and assigned to a designated fallout shelter.

Communications between fallout shelters and the designated fallout shelter complex headquarters will be maintained by telephone where possible. However, it is likely that in the event of a nuclear attack, phone systems will be rendered inoperable. Therefore, communications will be maintained by whatever means necessary, with the preferred method being hand held radios, and RACES equipment and volunteers. Frequencies will be assigned by the Santa Clara County Emergency Services Coordinator.

Management of fallout shelters will be the joint responsibility of the Director, Parks, Recreation, and Neighborhood Services and the City Radiological Defense Officer.

Public fallout shelters will, to the extent possible, be kept free of contamination by requiring shelterees to decontaminate prior to entry, as well as monitoring of shelterees, particularly those that are entering for the first time, or reentering after exposure to the environment outside the shelter.

Emergency Action Checklist

CARE AND SHELTER

Upon arrival at EOC, register and check in with EOC manager. Request:

- Seating assignment
- EOC orientation
- Situation/incident briefing

Initiate/maintain a log of significant events, messages, and phone calls. Pass this on to your relief with instructions to maintain.

If you are part of the initial EOC team, determine if Care and Shelter operations need to be initiated. This can best be accomplished by coordination with the Evacuation liaison, the Operation Chief and the Management Section.

Alert American Red Cross (ARC) liaison that either:

- Operations will be initiated immediately, or
- Operations are likely to be initiated.

The ARC liaison is Director, Emergency Services, Santa Clara Valley Chapter.

Coordinate with the Planning/Intelligence Section to determine the condition of those school facilities or community facilities that may be needed as shelters. Request a windshield survey of the property, if none has been completed, before announcing a potential location.

Once general conditions on the property are determined, dispatch Department of Parks, Recreation, and Neighborhood Services staff to investigate the following attributes of each facility, at a minimum:

- Structurally sound?
- Utility services operational?
- Sanitation facilities operational and adequate?
- Does the facility have cooking, serving, and dining areas and equipment? If so, what is the capacity?
- Is the facility stocked with foodstuffs?

- In the event water service is disrupted, or it is determined that the facility's water supply is contaminated, does the facility have a stockpile of canned or bottled water?
- What is the housing capacity of the facility?
- Does the facility have a stockpile of beds, cots, and linen? If so, how many?
- Does the facility have showers? If so, what is the capacity?
- Is the facility suitable for coed housing?
- Is the facility suitable for housing the critically ill?
- If this is an attack situation, and the facility is a designated fallout shelter,
 - Does the facility contain radiological monitoring equipment? If not, coordinate delivery with the City Radiological Officer.
 - Does the shelter have an assigned manager? If not assign one.
 - Does the shelter have an assigned radiological monitor? If not, coordinate assignment of one with the City Radiological Officer.
 - Is the shelter clearly marked?
- Is outdoor space available to safely accommodate citizens who do not wish to be inside a building, especially after an earthquake?

If Care and Shelter operations are initiated, or appear to be imminent, coordinate with the evacuation liaison to determine, at a minimum:

- Boundaries of evacuation area(s).
- Number of evacuees requiring food and shelter. (It is anticipated that a portion of the evacuees will arrange for their own food and shelter).
- Number of evacuees with special needs such as the critically ill, persons with disabilities, the elderly, infirm, non-English speaking. To the extent possible, designate space within lodging shelter facilities to house these individuals.

Based upon data received by following the previous steps, allocate shelter space and assign evacuees, by area, to facilities. Coordinate allocations and assignments with the Evacuation liaison for transmission to field units. Be conscious of community psychological needs, as well as physical needs, when selecting shelter sites.

Coordinate the information flow between Care and Shelter facilities and the EOC as required. If phone service is unavailable, coordinate with RACES to place HAM operators at shelters.

Update maps and status boards as required.

Request American Red Cross to set up Disaster Welfare Inquiry services. If ARC is unable to do this, use department resources to set up this service.

Assign shelter/reception center teams. Try to place bilingual staff at centers serving monolingual non-English speaking populations. Request bilingual city staff from other departments if needed to augment resources.

If fallout shelter operations are initiated, draft a shelter-stocking plan.

Shelter Guidelines

Because of the variety of disasters that could occur in San José, it is impractical to list specific shelter sites that might be used to house and feed the community. A variety of factors will be considered in selecting site-specific shelters, such as proximity to the disaster site, without being within the disaster area; adequate transportation to the facility for those in the affected area; location in relation to a hazmat event location (up-wind or cross-winds, up hill); location in relation to a flood event (high ground, stable soil).

Types of shelters are listed in priority order for use:

Small Scale/Limited Evacuation Event:

- Public accommodations (hotels/motels)
- Salvation Army facilities
- Other existing temporary housing facilities
- Nearest high school neither in the disaster area, nor downwind of a hazmat event
- City-owned facilities, including parks

Large Scale/General Evacuation Event:

- Nearest high school neither in the disaster area, nor downwind of a hazmat event
- Community centers, including associated outdoor areas and parks
- Public accommodations or Salvation Army facilities will be reserved for special needs groups
- People in long-term care facilities (convalescent facilities, nursing homes, group care facilities) should be transported to the alternative care giving site found in the facility's business plan

Care and Shelter Branch Coordinator

******Read This Entire Position Checklist Before Taking Action******

Responsibilities:

1. In coordination with volunteer and private agencies, provide clothing, shelter, and other mass care services as required to disaster victims within the City of San Jose.
2. Supervise the Care and Shelter Branch.
3. Coordinate with County Mental Health and NGO's to ensure that appropriate mental health services are available to disaster victims.
4. Ensure that care and shelter information for disaster victims is available in appropriate languages and through appropriate means for persons with disabilities and those with limited English reading skills. Coordinate with the PIO to obtain needed written materials.
5. Coordinate with the Community Liaison to ensure that appropriate support services are available to disaster victims at a Disaster Application Center or City Disaster Assistance Center that might be opened, with special reference to language and disability issues.

Activation Phase:

- Report to the EOC when directed.

Operational Phase:

- Establish and maintain a Care and Shelter Unit position log and other necessary files.
- Provide the Operations Section Chief and the Planning/Intelligence Section Chief with an overall summary of Care and Shelter Branch Operations periodically during the operation period or as requested.
- Complete and maintain the Care & Shelter Status Reports (utilizing RIMS forms if available).
- Ensure that coordination of all mass care activities occurs with the Red Cross and other volunteer agencies as required.
- Ensure that coordination of all mental health services activities occurs with the County Mental Health Department, the American Red Cross, or City resources, such as the Airport Chaplains and Police Chaplains.

- Prepare objectives for the Care and Shelter Branch for the subsequent operational period; provide them to the Operations Section Chief prior to the end of the shift and the next Action Planning meeting.
- Refer all contacts with the media to the Public Information Branch.

Demobilization Phase:

- Follow the generic Demobilization Phase Checklist.

Care and Shelter Unit Leader

****Read This Entire Position Checklist Before Taking Action****

Responsibilities:

1. Coordinate directly with the American Red Cross and other volunteer agencies to provide food, potable water, clothing, shelter, and other basic needs as required to disaster victims within the City.
2. Assist the American Red Cross with inquiries and registration services to reunite families or respond to inquiries from relatives or friends.
3. Assist the American Red Cross with the transition from mass care to separate family/individual housing.
4. Supervise the Care & Shelter Unit.

Activation Phase:

- Establish and maintain your position log and other necessary files.
- Request an agency representative from the American Red Cross. Work with the Agency Representative to coordinate all shelter and congregate care activity.
- Establish communications with other volunteer agencies to provide food, water, clothing, and other basic life sustaining needs.
- Ensure that each activated shelter meets the requirements as described under the Americans With Disability Act.
- Assist the American Red Cross in staffing and managing the shelters to the extent possible.
- Assist the American Red Cross to activate an inquiry registry service to reunite families and respond to inquiries from relatives or friends.
- Assist the American Red Cross with the transition from operating shelters for displaced persons to separate family/individual housing.
- Complete and maintain the Care and Shelter Status Report (utilize RIMS forms if available).
- Refer all contact with the media to the Public Information Branch.

Demobilization Phase:

- Follow the generic Demobilization Phase Checklist.

CARE AND SHELTER EMERGENCY CONTACT NUMBERS

HIGH SCHOOL EMERGENCY CONTACT NUMBERS

HIGH SCHOOL DISTRICTS	EMERGENCY NUMBERS	CAPACITY	MAP GRIDS
Campbell Union High School District Office (CUHSD) 371-0960 3235 Union Ave San Jose CA 95124	John Nolan, Dir. Support Services 398-5866 24hr. cell		
Eastside Union High School District Office (ESUHSD) 830 North Capitol Avenue San Jose, CA 95133 347-5000	David Sykes, Security 640-0395 24 hr. cell 347-5120 wk.		
Fremont Union High School District Office (FUHSD) 589 West Fremont Ave. San Jose CA. 522-2256	Carl Dunn, Coord. Maint. & Facil. 221-1948 24 hr. cell		
San Jose Unified School District Office (SJUSD) 855 Lenzen Ave 535-6000 San Jose CA.95126-2736	Rose Badard Carr 535-6472 wk. School Dist.Police 1 800 318-2222		

HIGH SCHOOLS	EMERGENCY NUMBERS	CAPACITY	MAP GRIDS THOMAS GUIDE Yr. 2002
Abraham Lincoln H.S. (SJUSD) 535-6300 555 Dana Ave San Jose CA. 95126	Chris Funk, Principal 314-1880 cell 24 hr.	1650	833pg, G7
Andrew P. Hill H.S. (ESUHSD) 347-4100 3200 Senter Rd. San Jose CA. 95111	Dr. Beverly Green 347-4120 (wk) 690-2146 24hr. cell	1918	854pg, J5
Boynton H.S. (CUHSD) 241-0330 901 Boyton Ave. San Jose CA 95117	Karen Wagner, Principal 391-3109 cell 24 hr.	141	853pg, C2
Branham H.S. (CUHSD) 267-1020 1570 Branham Lane San Jose CA 95118	Don Evans Supervising Cust. 425-7113 Cell till 11pm.	1440	874pg, A3
Del Mar H.S. (CUHSD) 298-0260 1224 Del Mar Ave San Jose CA 95128	Lisa Udell Principal 829-8909 24hr.cell	1276	853pg, G3
Gunderson. H.S. (SJUSD) 535-6340 622 Gaundabert Lane San Jose CA.95136	Mr. Jose Gonzalez Assist. Principal 535-6000 District Emergency Number	1500	874pg. F3

HIGH SCHOOL	EMERGENCY NUMBERS	CAPACITY	MAP GRIDS THOMAS GUIDE Yr. 2002
Independence H.S. (ESUHSD) 928-9500 1776 Educational Prk.D. San Jose. CA. 95133	Mr. John Duran Assoc. Principal 690-2147 24hr.cell	4200	834pg.F2
James Lick H.S. (ESUHSD) 347-6500 57 N. White Rd. San Jose CA 95127	Victor Maestas Vice Principal 690-2149 24hr.cell	1235	834pg, J2
Leigh H.S (CUHSD) 377-4470 5210 Leigh Ave San Jose CA. 95123	Mr.Mike Posey Dean of Students 690-2182 24 hr. cell 559-3554 Nextel	1667	873pg.G5
Leland H.S. (SJUSD) 535-6290 6677 Camden Ave San Jose CA. 95120	John Tavella Assit.Principal 690-2137 24 hr.cell	1777	894pg. G2
Lynbrook H.S. (FUHSD) 366-7700 128 Johnson Ave San Jose CA. 95129	Mr.Bill Richter Principal 832-2602 24hr. cell	1645	852pg. G4
Mt. Pleasant H.S. (ESUHSD) 937-2800 1750 South White Rd. San Jose CA. 95127	Mr. Jim Meyers Vice Principal 690-2150 24hr. cell	2080	835pg. B5

HIGH SCHOOL	EMERGENCY NUMBERS	CAPACITY	MAP GRIDS THOMAS GUIDE 2002 Yr.
Oak Grove H.S. (ESUHSD) 347-6500 285 Blossom Hill Rd. San Jose CA. 95123	Dino Certa Director 690-2151 24hr cell	2650	875pg. A4
Overfelt W.C. H.S. (ESUHSD) 347-5900 1835 Cunningham Ave San Jose CA.95122	Francis Palacios Assoc. Principal 690-2152 24hr. cell	1700	834pg. J7
Piedmont H.S. (ESUHSD) 347-3800 1377 Piedmont Rd. San Jose CA. 95132	Mr. Richard Uribe 687-0887 24hr. cell	1969	814pg. G4
Pioneer H.S. (SJUSD) 535-6310 1290 Blossom Hill Rd. San Jose CA. 95118	Ms. Marge Krengle Assist.Principal 757-3216 24hr.cell	1434	874pg. C4
Prospect H.S. (CUHSD) 253-1662 18900 Prospect Rd. Saratoga CA. 95070	Mr. Russell Warren Dean: Safety Officer 592-6783 24hr. cell	1211	852pg H5
San Jose High Academy (SJUSD) 535-6320 275 North 24 th . St. San Jose CA. 95116	Mr. Pete Macillas Assist. Principal 690-2133 24hr. cell	1100	834pg. D4

HIGH SCHOOL	EMERGENCY NUMBERS	CAPACITY	MAP GRIDS TOMAS GUIDE Yr.2002
Silver Creek H.S. (ESUHS) 347-5600 3434 Silver Creek Rd San Jose, CA 95121	Mr. Schroeder Assoc. Principal 551-2096 24/hr. cell	2900	855 pg. B4
Santa Teresa H.S. (ESUHS) 347-6200 6150 Snell Rd. San Jose CA. 95119	Mr.Gaston Vice Principal 489-0229 24hr.cell	2120	874pg. J6
Westmont H.S. (CUHSD) 378-1500 4805 Westmont Ave San Jose CA. 95008	Mr. Mike DiGrazia Assist. Principal 690-2184 Nextel 24hr. 267-0609 ext.6111 wk	1665	873pg. A1
Willow Glen H.S. (SJUSD) 535-6330 2001 Cottle Ave San Jose CA. 95125	Mr. Brigg Assist. Principal 690-2134 24hr.cell	1255	854pg. A5
Yerba Buena H.S. (ESUHSD) 347-4700 1855 Lucretia Ave. San Jose CA.95122	Dr. Sandra Calloway Vice Principal 690-2156 24hr cell	1697	854pg. G1

CONSTRUCTION AND ENGINEERING BRANCH

This annex provides guidance for the conduct of disaster response and recovery operations by San José.

OBJECTIVES

- Conduct emergency repair/restoration of roadways, bridges, overpasses, and tunnels.
- Conduct emergency debris clearance and roadway recovery operations.
- Support damage assessment teams.
- Conduct flood fight operations.
- Assist City Fire in conducting urban search and rescue operations.
- Ensure potable water supply during an emergency.
- Restore utilities to critical and essential facilities.
- Provide sanitation services during an emergency.
- Inspect, designate, and, when essential for life safety, demolish hazardous structures.
- Protect the water supply and sewage system from the effects of hazardous material incidents, in conjunction with system owners.
- Drain flooded areas.
- Determine the safety of emergency operations facilities, public shelters, reception and care centers, and evacuation routes in a post-disaster environment.
- Assist in crisis upgrading of existing fallout shelters to at least a PF of 40.
- Assist in construction of new fallout shelters.
- Assist in preparation and dissemination of emergency public information relative to upgrading of homes to provide fallout protection, construction of home shelters, and expedient shelters.

ORGANIZATION AND RESPONSIBILITIES

The San José Construction and Engineering Branch Director is the Director of Public Works. Generally, this person is responsible for coordination and allocation of resources required for debris clearance, roadway recovery, fallout shelter construction and upgrade, and urban search and rescue operations, citywide.

Support elements are depicted in the Matrix of Responsibility (Annex A). Additional support may be obtained from the following:

- Associated General Contractors (AGC) of America and the Engineering and Grading Contractors Association (EGCA) are available to any legally constituted authority conducting emergency response and recovery operations.
- The Structural Engineers Association of California (SEAOC) has a large number of volunteers who may be made available to support governmental efforts directed toward damage assessment and determining the serviceability of damaged buildings. Through the Association, other types of engineers (civil, mechanical, electrical, safety) may be obtained.
- The Concrete Sawing and Drilling Association of California may provide assistance in heavy rescue operations.

POLICIES AND PROCEDURES

Post-Event Inspection of Facilities and Structures

Inspections to determine serviceability will be conducted in accordance with the Damage Assessment Plan for Volunteer Engineers, and the Damage Assessment Plan for California Building Officials (published and issued by State OES).

Debris Clearance

No provisions exist for reimbursing individuals or private organizations for the costs of emergency debris clearance from private property.

Eligibility criteria and administrative procedures relative to the application for federal grants to assist in defraying costs incurred in performing emergency debris clearance are outlined in Section 3 (Recovery/Rehabilitation) of the California Emergency Plan, and in the State Disaster Assistance Procedural Manual (published and issued by State OES).

Roadway Recovery

Field staff of governmental agencies will survey damage to roadways and report their findings to their respective headquarters.

Priority will be given to:

- Assessment of damage to roadways and access/egress requirements.
- Identification, establishment, and operation of alternate routes.
- Reestablishment of service on critical surface arteries.

CONSTRUCTION AND ENGINEERING BRANCH

Emergency Action Checklist

Upon arrival at the EOC, register and check in with the EOC coordinator. Request:

- Seating assignment
- Shift assignment
- EOC orientation
- Situation/incident briefing

Initiate/maintain a log of significant event, messages, and phone calls. Pass this log on to your relief with instructions to maintain it.

Poll field units to determine structural adequacy of public buildings, roads, and bridges.

Establish detour routes.

Arrange for traffic signal operations. Repair as required.

Assist Utility liaison in status assessment and restoration of vital services.

Assist Evacuation liaison in coordination of evacuation operations, particularly route selection and marking, and debris removal.

If power to the EOC is lost, arrange for backup.

Responsible departments will maintain resource lists for the types of equipment they might need.

Construction/Engineering Branch Coordinator

****Read This Entire Position Checklist Before Taking Action****

Responsibilities:

1. Survey all utility systems, and restore systems that have been disrupted, including coordinating with utility service providers in the restoration of disrupted services.
2. Survey all public and private facilities, assessing the damage to such facilities, and coordinating the repair of damage to public facilities.
3. Survey all other infrastructure systems, such as streets and roads within the City.
4. Assist other sections, branches, and units as needed.
5. Supervise the Construction/Engineering Branch.

Activation Phase:

- Report to the EOC as directed.
- Based on the situation, activate the necessary units within the Construction/Engineering Branch:
 - o Public Facility Damage Assessment Unit
 - o Public Health Unit
 - o Transportation Unit
 - o Utilities Unit
- Contact and assist the Santa Clara Operational Area Public Works Mutual Aid Coordinator with the coordination of mutual aid resources as necessary.
- Provide an initial situation report to the Operations Section Chief.
- Based on the initial EOC strategic objectives, prepare objectives for the Construction/Engineering Branch and provide them to the Operations Section Chief prior to the first Action Planning briefing.

Operational Phase:

- Ensure that branch and unit position logs and other necessary files are maintained.
- Maintain current status on all construction/engineering activities being conducted in the City.
- Ensure that damage and safety assessments are being carried out for public facilities.

- Request mutual aid as required through the Operational Area Public Works Mutual Aid Coordinator.
- Determine and document the status of transportation routes into and within affected areas.
- Coordinate debris removal services as required.
- Provide the Operations Section Chief and the Planning/Intelligence Section Chief with an overall summary of Construction/Engineering Branch activities periodically during the operational period or as requested.
- Ensure that all Utilities and Construction/Engineering Status Reports, as well as the Initial Damage Estimation are completed and maintained. (Utilize RIMS forms if available).
- Refer all contacts with the media to the Public Information Officer.
- Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets).
- Prepare objectives for the Construction/Engineering Branch for the subsequent operational period; provide them to the Operations Section Chief prior to the end of the shift and the next Action Planning briefing.
- Provide your relief with a briefing at shift change, informing him/her of all ongoing activities, branch objectives for the next operational period, and any other pertinent information.

Demobilization Phase:

- Follow the generic Demobilization Phase Checklist.

Public Damage Assessment Unit Leader

****Read This Entire Position Checklist Before Taking Action****

Responsibilities:

1. Collect initial damage/safety assessment information from other branches/units within the Operations Section for publicly owned buildings.
2. If the disaster is winter storms, flood, or earthquake related, ensure that inspection teams have been dispatched by the Santa Clara Valley Water District to assess the condition of dams and flood control channels.
3. Provide detailed damage/safety assessment information to the Planning/Intelligence Section, with associated loss damage estimates.
4. Maintain detailed records on damaged areas and structures.
5. Inspect all public structures and/or facilities.
6. Supervise the Public Damage Assessment Unit.

Activation Phase:

- Establish and maintain a position log and other necessary files.
- Obtain additional public damage assessment information from Fire & Rescue Branch, Law Enforcement Branch, Utilities Unit, and other Operations Sections branches as necessary.
- Prepare detailed damage/safety assessment information, including estimate of value of public losses, and provide to the Planning/Intelligence Section, Damage Assessment Unit.
- Clearly label each structure and/or facility inspected in accordance with ATC-20/SAP Standards.
- Maintain a list of structures and facilities requiring immediate inspection or engineering assessment.
- Keep the Construction/Engineering Branch Coordinator informed of the inspection and engineering assessment status.
- Refer all contacts with the media to the Public Information Officer.

Demobilization Phase:

- Follow the generic Demobilization Phase Checklist.

PUBLIC HEALTH

Lead Agency: Santa Clara County Health Department

Support Agency: Environmental Services

This annex provides guidance for the conduct of Public Health operations during disasters.

OBJECTIVES

- Provide preventive public health services
- Provide food handling and mass feeding sanitation service in mass care facilities.
- Provide inspection and advisory services related to sanitation matters.
- Coordinate the citywide public health related activities of public and private sector agencies during disasters.

ORGANIZATION AND RESPONSIBILITIES

County Public Health Coordinator

The Santa Clara County Public Health Coordinator is the Health Officer. During disasters, this individual's responsibilities include:

- Coordination of countywide preventive public health measures, including the control of communicable diseases.
- Inspection of damaged buildings to detect potential public health hazards.
- Detection and identification of sources of contamination.
- Inspection of food and water.
- Food handling and mass feeding in mass-care facilities.
- Vector control is provided by County Environmental Health.

In the event that county authorities are unable to respond, the Director of Environmental Services will, to the extent possible, discharge the responsibilities articulated in this Annex, until such time as relieved by proper county, state, or federal authority.

MAJOR PUBLIC HEALTH CONSIDERATIONS

Water Supply

Providing no restrictions have been placed on the water supply, it is estimated that a minimum of 100 liters of water, per day, per person will be required.

Possible sources of water are municipal systems, private systems of agriculture and industry, springs and wells, and canal systems. Should these systems be unable to meet the minimum demand for water, rationing may have to be initiated.

If potable water is not available, it may be necessary to treat and disinfect non-potable water.

Periodically, the Health Department will conduct tests of water supplies to determine potability.

Waste Disposal

To accommodate the increased population in reception areas, human waste disposal units may have to be constructed. City personnel will supervise and inspect the construction of these units. To the extent possible, privately owned chemical toilets will be used and safe disposal of their contents provided. The public will be informed on proper methods of human waste disposal. Special attention will be given to rapid provision of portable sanitation to parks and fields being used as shelters.

Solid Waste Disposal

It is anticipated that most solid waste will accrue at mass care facilities, with organic wastes being of particular concern to public health officials. Therefore, it is recommended that organic and inorganic waste should be collected and stored separately. Organic wastes will require heavier, washable, watertight containers, with tight fitting lids. When deciding on types of containers and methods of collection, the following should be considered:

- Four containers will be needed for each 100 people at mass feeding facilities.
- Containers should always be stored outside buildings.
- Plastic bags may be used for storage, but only for short periods of time.
- Garbage collection from mass feeding facilities should be accomplished daily, if possible.

The following types of disposal are recommended:

1. Sanitary landfill. Preferred option.
2. Burial. Next best option. Public will be advised to separate organic wastes from other wastes. Non-organic waste may be stored in plastic bags for disposal later. Organic waste should be

buried and covered with at least twelve inches of compacted soil. Note: it may be necessary to use dry, non-garbage waste as a source of heat.

3. Incineration. Hospitals and first aid stations will generate medical wastes, which should be incinerated on-site or buried temporarily for later legal disposal at a landfill.

MASS FEEDING SERVICES

Some aspects of the food delivery system will need supervision to prevent the spread of disease and the spoilage or waste of food. Some of the most important are:

- Quality control of incoming foods in order to detect spoilage or contamination.
- Quality control of water supplied to food preparation centers.
- Provision for proper storage and cooking of food.
- Provision for proper disposal of solid and liquid waste.
- Provision for proper washing and sanitizing of utensils.
- Supervision of food preparation and serving.
- Supervision of cleaning of all food handling and serving areas.
- Control of insects and rodents in food stores, kitchens, and eating areas.
- Management of personnel, including training, health checks, and assignment to sanitary facilities.

It is anticipated that mass-feeding facilities will be filled to capacity, and additional facilities may be required to serve the population in need. Maintaining cleanliness and sanitation standards will be of utmost importance. All sections should be kept clean and disinfected and only potable water should be used in the feeding centers. In addition to this, three separate basins (one for personal use, one for the cleansing of cooking utensils and dishes, and one for the washing of fruits and vegetables) should be set up. All sinks should be provided with detergents, access to boiling water, and organic waste containers where grease and food scraps can be deposited. Dishes should be immersed in boiling water for five minutes, if possible, or treated with a suitable germicidal chemical in the final rinse.

Food handlers must practice good personal hygiene and be free of boils, sores, and communicable diseases. To ensure compliance with this policy, medical examinations should be required of all food handlers. Prior to reporting to the mass feeding facility to begin work, the new food handlers should attend a brief training session that stresses personal hygiene and emphasizes hand washing and wearing of special garments for food service and preparation.

If refrigeration at the mass feeding facility is inadequate, perishables will have to be delivered daily. Raw vegetables and soft-skinned fruit should not be served at mass feeding facilities, unless their wholesomeness can be assured.

Emergency Action Checklist

PUBLIC HEALTH LIAISON

After reporting to the EOC, check in and register with the EOC Coordinator and request:

- Seating assignment
- Shift assignment
- EOC orientation
- Incident/situation briefing

Initiate/maintain a log of significant events, messages, and phone calls. Pass this along to your relief with instructions to maintain the log.

As soon as possible, request a detailed situation briefing from the Situation Analysis section. Information thus obtained will influence the conduct of Public Health operations throughout the emergency. Therefore, pay particular attention to:

- Status of sewer systems, wastewater treatment plants, and potable water supplies countywide.
- Activation of any mass care or mass-feeding facilities.

Assign selected individuals to conduct reconnaissance missions citywide. Instruct them to note, map, and report unusual concentrations of vectors, contaminated wells, malfunctioning wastewater treatment facilities, dead animals, etc.

If potable water supply is not adequate to meet demand, coordinate the location, delivery, and distribution of potable water with the Management Section and the Supply/Procurement Unit in the EOC. If mutual aid is needed, contact County EOC.

Examine the need to impose water rationing. If water rationing is deemed appropriate:

- Determine rationing quotas
- Determine distribution points

Coordinate the issuance of rationing orders and emergency public information relative to rationing, with the Management Section and the PIO.

If significant portions of the City sewage and waste treatment facilities are damaged, or otherwise rendered inoperable, coordinate the location, acquisition, delivery, and setting of portable toilets. This should be accomplished in conjunction with the Management Section, PIO, and the Public Health, Supply/Procurement, and Transportation Units.

Public Health Unit Leader

******Read This Entire Position Checklist Before Taking Action******

Responsibilities:

1. Assess the status and availability of potable water within the City.
2. Assess the status of the sanitation system within the City.
3. Coordinate with County Health Department to ensure that they are inspecting and assessing emergency supplies such as foodstuffs and other consumables for purity and utility.
4. Assess the need for vector control plan for the affected disaster area(s) within the City.
5. Supervise the Public Health Unit.

Activation Phase:

- Follow generic Activation Phase Checklist.

Operational Phase:

- Establish and maintain a position log and other necessary files.
- Coordinate with the Utility Unit Leader to determine current status of water and sanitation systems.
- If systems are damaged, request assistance from Santa Clara County Health Department or Environmental Health Department to assess drinking water quality and potential health risk from ruptured sewer/sanitation systems.
- Develop a distribution system for drinking water throughout the City as required.
- Contact and coordinate with the Logistics Section to obtain chemical (portable) toilets and other temporary facilities for the disposal of human waste and other infected waste.
- Inspect emergency supplies to be used in the EOC or by field emergency responders, such as foodstuff, drugs, and other consumables for purity and utility coordinate with the County Health Department for inspection of community supplies.
- Determine the need for vector control and coordinate with Santa Clara County Environmental Health for Vector Control services as required.

- Inform the Care & Shelter Branch Coordinator on all activities of the Public Health Unit periodically during the operational period, or as requested.
- Refer all contacts with the media to the Public Information Officer.

Demobilization Phase:

- Follow the generic Demobilization Phase Checklist.

UTILITIES UNIT

This annex provides guidance for the Utility Unit in the EOC.

The overall responsibilities of Public Works, with respect to the Utilities coordination function during an emergency are:

- Coordinate the restoration and continued operation of water, wastewater, gas, electric, telephone, cell phone and cable television utilities.
- Coordinate any redirection of services required by the event.

The public utility system in San Jose is comprised of the following elements:

WATER	Owned, operated, and maintained by Department of Public Works/Municipal Water District, Great Oaks Water Company, and San Jose Water Company. The water system consists of the following components:
Muni Water	Twelve tanks above ground Fourteen wells
Great Oaks	Three tanks above ground Thirteen wells
San Jose	Sixty one tanks above ground Two reservoirs 146 wells
WASTEWATER TREATMENT PLANT	Water Pollution Control Plant owned, operated, and maintained by the City. Located on the northern boundary of the City. Uses chlorine and sulphur dioxide stored in rail cars; complies with the Toxic Gas Ordinance. Capacity of the plant is 120 MGD.
SANITARY SEWERS	Map of the system is maintained in the Design and Construction Division, Public Works Department.
STORM DRAINS	Map of the system is maintained in the Design and Construction Division, Public Works Department.

During disaster response and recovery operations, the Public Works Director, or designated alternate, will act as City liaison with Pacific Gas and Electric Company, Pacific Bell, and AT&T Broadband, as well as the utilities listed above.

Emergency Action Checklist

UTILITIES UNIT

Upon arrival at the EOC, register and check in with the EOC Manager. Request:

- Seating assignment
- Shift assignment
- EOC orientation
- Situation/incident briefing

Initiate/maintain a log of significant events, messages, and phone calls. Pass this on to your relief with instructions to maintain it.

Poll other EOC liaisons and utility companies to determine:

- Status of gas, electric, water, waste water, cable television, and telephone and cell phone service;
- Location of damaged gas and water mains, waste water lines, and downed power lines; and
- Anticipated time of restoration of service.

Advise PIO of utility status.

Check on back-up power supply for the EOC. If inoperative, consult General Services for a list of source, location, and availability of portable generators.

Check the status of critical facilities. These facilities should be given priority in restoration of utility service.

Check the status of sanitation facilities.

Utilities Unit Leader

****** Read This Entire Position Checklist Before Taking Action ******

Responsibilities:

1. Assess the status of utilities, provide Utility Status Reports as required.
2. Coordinate restoration of damaged utilities with utility representatives in the City EOC if present, or directly with Utility companies.
3. Supervise the Utilities Unit.

Activation Phase:

- Report to the EOC as directed.

Operational Phase:

- Establish and maintain a position log and other necessary files.
- Establish and maintain communications with the utility providers for the City.
- Determine the extent of damage to utility systems in the City.
- Ensure that agency representatives from affected utilities are available to respond to the City EOC.
- Ensure that all information on system outages is consolidated and provided to the Situation Analysis Unit in the Planning/Intelligence Section.
- Ensure that support to utility providers is available as necessary to facilitate restoration of damaged systems.
- Keep the Public Health Branch Coordinator and Recovery Section Unit informed of any damage to storm drain, sewer and sanitation systems, as well as possible water contamination problems.
- Keep the Construction/Engineering Branch Coordinator informed of the restoration status.
- Complete and maintain the Utilities Status Report (Utilize RIMS forms if available).
- Refer all contacts with the media to the Public Information Branch.

Demobilization Phase:

- Follow the generic Demobilization Phase Checklist.

Communication Branch Coordinator

****** Read This Entire Position Checklist Before Taking Action ******

Communications Branch

Responsibilities:

1. Create the EOC log on the Communications computer, using the projector to show the log on the large screen. Log significant events from the CAD, reported within the EOC, or as requested.
2. Access CAD information regarding calls for service for police, fire and on the municipal channel. Print out the CAD for the Action period; highlight the calls that are related to the disaster with blue highlighter, and Code 3 calls unrelated to the disaster in yellow. Analyze the calls for services and provide the Operations Chief with an analysis to present as part of his Action Planning report.
3. Assist the Operations Chief and Branch Directors with accessing information on the deployment of field forces in support of the disaster.
4. Assist in the creation and distribution of the Incident Action Plan in coordination with the Planning/Intelligence Section Chief. Provide Situation Status data from the EOC Log.
5. Assist in obtaining staff for the Help Line, if activated.

Activation Phase:

1. Follow generic Activation Phase Checklist.
2. Check in with the Operations Section Chief and obtain your priorities and specific assignment, including the need for additional communications support staff.
3. Contact the EOC sections or branches, and advise them of your availability to log their significant events, resource deployments and critical information.

Operational Phase:

1. Assist the Operations Section Chief in preparing for the Action Planning briefings by providing the most recent CAD summaries and critical information from the EOC log.
2. Assist the Planning/Intelligence Section Chief with the development of the Incident Action Plan document, using log data.
3. Provide communications information to other Section Chiefs and Branch Directors, as needed.

4. Maintain logs and files associated with your position.

Demobilization Phase:

1. Follow generic Demobilization Phase Checklist.
2. Save the log on the desktop and to a floppy disk. Make one hard copy of the complete log. Give the floppy and the printout to the EOC Director.
3. Ensure that the work area is clean, the computer turned off, and all equipment is returned to its drawer or box.

ANNEX C

PLANNING/INTELLIGENCE

DUTIES AND RESPONSIBILITIES

The role of the Planning/Intelligence Section is to

1. Maintain all situation intelligence that is developed within the EOC in a log and appropriate database formats
2. Collect, evaluate and disseminate information within the EOC.
3. Coordinate the Action Planning Briefings, conduct the Action Planning Briefings, and create the written Incident Action Plan at the direction of the Management Section Chief.
4. Display critical information through status boards, maps and computer displays.
5. Perform data analysis and prepare reports and other documentation for later use in developing required reports, for reimbursement, and for lessons-learned reviews.
6. Identify any future emergency response concerns by obtaining weather information, and other information related to the ability to manage the disaster (sunrise/sunset, shortages, external events, etc.).
7. Conduct damage assessment to determine the extent and value of the loss of privately owned property within the City of San Jose.
8. Develop the Recovery Plan for the event, including housing and re-housing disaster-related homeless and pre-disaster homeless, refuse management, health services in coordination with the Public Health Officer, and related tasks.

Staff for the Planning/Intelligence Section includes at least the Chief and three branch directors. Additional staff will be requested by the Chief based on the level of activity within the section.

Section Chief:	Director of PB&CE
Situation Analysis Branch:	Deputy Director of PB&CE
Damage Assessment Branch:	Deputy Director/Chief Building Official
Recovery Branch:	Deputy Director of PB&CE, supported by staff from Housing, ESD, GS and other departments as needed.

Generic Checklist

(For All Positions)

Activation Phase:

- Check in with the Personnel Unit (in Logistics) upon arrival at the San Jose EOC.
- Report to Management Section Chief, Section Chief, Branch Coordinator, or other assigned Superior.
- Set up workstation and review your position responsibilities.
- Establish and maintain a position log, which chronologically describes your actions taken during your shift.
- Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- Ensure RIMS (Response Information Management System) is operational.

Demobilization Phase:

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning/Intelligence Section, as appropriate, prior to your departure.
- Be prepared to provide input to the after-action report.
- If another person is relieving you, ensure he/she is thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

Planning/Intelligence Section Chief

****** Read This Entire Position Checklist Before Taking Action ******

Responsibilities:

1. Ensure that the following responsibilities of the Planning/Intelligence Section are addressed as required:
 - Collecting, analyzing, and displaying situation information
 - Preparing periodic Situation Reports
 - Preparing and distributing the EOC Action Plan and facilitating the Action Planning briefing
 - Conducting Advance Planning activities and report,
 - Providing technical support services to the various EOC sections and branches, and documenting and maintaining files on all EOC activities.
2. Establish the appropriate level of organization for the Planning/Intelligence Section.
3. Exercise overall responsibility for the coordination of branch/unit activities within the section.
4. Keep the Management Section Chief informed of significant issues affecting the Planning/Intelligence Section.
5. In coordination with the other Section Chiefs, ensure that Branch Status Reports are completed and utilized as a basis for Situation Status Reports, and the EOC Action Plan.
6. Supervise the Planning/Intelligence Section.

Activation Phase:

- Report to the EOC as directed.
- Ensure that the Planning/Intelligence Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.
- Based on the situation, activate branches within section as needed and designate Branch or Unit Leaders for each element:
 - Situation Analysis Branch
 - Documentation Unit
 - Damage Assessment Branch
 - Recovery Branch
- Request additional personnel for the section as necessary to maintain a 24-hour operation.

- Establish contact with the Operational Area EOC when activated, and coordinate RIMS Situation Status Reports with their Planning/Intelligence Section.
- Meet with Operations Section Chief; obtain and review any major incident reports.
- Review responsibilities of branches in section; develop plans for carrying out all responsibilities.
- Make a list of key issues to be addressed by Planning/Intelligence; in consultation with section staff, identify objectives to be accomplished during the initial Operational Period.
- Keep the Management Section Chief informed of significant events.
- Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.

Operational Phase:

- Ensure that Planning/Intelligence position logs and other necessary files are maintained.
- Ensure that the Situation Analysis Unit is maintaining current information for the situation status report, including a running log of significant events.
- Ensure that major incident reports and branch status reports are completed by the Operations Section and are accessible by Planning/Intelligence (Utilize RIMS forms if available).
- Ensure that a situation status report is produced and distributed to EOC Sections and Operational Area EOC, prior to the end of each operational period.
- Ensure that all status boards and other displays are kept current and that posted information is neat and legible.
- Ensure that the Public Information Branch has immediate and unlimited access to all status reports and displays.
- Conduct periodic briefings with section staff and work to reach consensus among staff on section objectives for forthcoming operational periods.
- Facilitate the Management Section Chief's Action Planning meetings approximately one hour before the end of each operational period.
- Ensure that objectives for each section are completed, collected and posted following each Action Planning meeting.

- Ensure that the EOC Action Plan is completed and distributed prior to the start of the operational period.
- Work closely with each branch/unit within the Planning/Intelligence Section to ensure the section objectives, as defined in the current EOC Action Plan, are being addressed.
- Ensure that the Damage Assessment for private structures is completed rapidly. In an earthquake, repeat damage assessment after every major aftershock.
- Ensure that the Documentation Unit maintains files on all EOC activities and provides reproduction and archiving services for the EOC, as required.
- Ensure that the Recovery Branch is able to make a recovery plan based on adequate information from the field.
- Provide technical services, such as energy advisors and other technical specialists to all EOC sections as required.
- Ensure that fiscal and administrative requirements are coordinated through the Finance/Administration Section.

Demobilization Phase:

- Follow the generic Demobilization Phase Checklist.

SITUATION ANALYSIS BRANCH

Collection and analysis of information and data related to a disaster or emergency are crucial to the successful management of response and recovery operations. This Annex outlines the concept of operations, and policies and procedures that the City of San Jose emergency management organization will use to achieve this goal. The Annex also contains the Situation Reporting Form, and an emergency action checklist to be used by the Situation Analysis section in the EOC, as well as position checklists for the branch director.

CONCEPTS OF OPERATIONS

As soon as possible following an incident, field units of the Police, Fire, Transportation, General Services, and Public Works departments will conduct a reconnaissance of affected areas to determine the extent and type of damage experienced throughout the city, impacts on infrastructure and utilities, impacts on community members, and any other observations that can be made during disaster response field work. They will report this information to their respective branches or Section Chiefs at the City EOC, who will ensure that it is shared with the Planning/Intelligence Section in a timely fashion. This information will be collected by the Situation Analysis Branch in the Planning/Intelligence Section, to become the basis for the opening briefing at each Action Planning Briefing, and incorporated into the required RIMS reports that are sent to the Operational Area EOC and the Coastal Region EOC via Internet or fax. It is crucial that this information be timely and accurate.

The Situation Analysis Section will maintain visual displays of disaster-related information for use by other EOC Sections in managing their work. Such displays may include posted paper, whiteboards or computer displays. Information may also be shared via e-mail to the various EOC computer terminals, or by posting on the Communications computer as one program that rotates on the big screen, along with the EOC Log.

As soon as practical, the Situation Analysis staff will obtain information on the disaster from external sources, including the National Weather Service, US Geological Survey, Santa Clara Valley Water District, and any other sources appropriate to the specific disaster. They will add this information to their documentation for the Action Planning Briefing, and for use in the RIMS reports. As soon as practical, the Situation Analysis staff will create a map of the disaster impacts in San Jose. The map will evolve with the event during the Incident Action Period, and be prepared as an asset for the next Action Planning Briefing. The map presented at each Action Planning Briefing will be marked for ending time and date, and preserved as an asset of that briefing. The evolution of the map will then continue forward from that point until each successive Action Planning Briefing, at which time the map will once again be marked with time and date. In addition, Situation Analysis staff will post one copy of the last Action Planning Briefing map within the EOC's Operations Room for reference by all EOC Sections as they fulfill their goals for the Incident Action Period. Where possible, the map should be made using GIS to incorporate critical features: road grid, waterways, special facilities (high occupancy, special populations, public safety) and other critical features already available through existing GIS databases. The posted map may be paper, or an electronic map sent to each computer in the EOC.

The collected disaster information is the basis on which requests for disaster relief monies and mutual aid will be initiated; LOCAL EMERGENCIES will be declared; and requests for gubernatorial and presidential declarations will be made.

POLICIES AND PROCEDURES

Intelligence Gathering

Within the context of this plan, intelligence can be grouped in three categories, as follows:

1. Information needed to determine the nature and extent of operational problems, and the immediate needs of disaster victims. During the early phases of an emergency, first priority is accorded the collection and collation of this category of disaster intelligence.
2. Damage assessment information expressed in dollar amounts. Initial reports must be rapid, so approximation is all that is needed; accuracy will be developed later. This category of disaster intelligence information will be initially developed by the Damage Assessment Branch, and should lead to projections relative to short and long-term economic impact.
3. Information relative to both short and long-term recovery operations.

The State Disaster Assistance manual provides specific, detailed guidance relative to damage assessment and documentation. This manual is available from Coastal Region OES, and a copy is maintained in the City EOC. Detailed information and forms are part of the RIMS guidance available from Coastal Region and stored in the EOC. The Planning Intelligence Section staff, which is responsible for collating damage assessment information received from field units, should be familiar with this system.

**GOVERNOR'S OFFICE OF EMERGENCY SERVICES
SITUATION REPORT**

FROM: City of San José Office of Emergency Services

OES Region: *Coastal*

Law Mutual Aid Region: *II*

Fire Mutual Aid Region: *II*

1. Event Name:.....
2. Report as of:.....*September 9, 2004 1313:19 HR*
3. Date/Time of Event: ...
4. Event Location:.....
5. Event Type:.....
10. Areas Affected:
11. Current Situation:

12. Current Situation Detail	Status	Details, Locations, Comments, etc.
a. Significant Damage:		
b. Deaths:		
c. Injuries:		
d. Damaged Buildings		
e. Utility Problems		
f. Common Problems		
g. Road Problems		
h. Evacuations		
i. Critical issues		
j. Other Problems		

13. Major Incidents:.....
14. Response/Recovery priorities: .
15. Date/Time of next Report:.....
16. Proclamations/Declarations:....
 - a. Local:..
 - b. Gubernatorial Requested:
 - c. Director's Concurrence:...
 - d. Gubernatorial Received: ..
 - e. Presidential Requested:....
 - f. Presidential Received:

Response	Status	Details, Locations, Comments
a. E.O.C.(s) Activated:		
b. Care & Shelter:		
c. Construction & Engineering:		
d. Hazardous Materials:		
e. Fire & Rescue:		
f. Law Enforcement:		
g. Medical / Health:		
h. Movement:		
i. Utilities:		
j. Disaster assistance programs/facilities:		
k. Mutual aid received in <u>last</u> 24 hours?		
l. Mutual aid received in <u>next</u> 24 hours?		

18. Other Critical Information or General Comments:

19. Response actions taken and resources committed by function:

20. a. Report Prepared by:

b. Phone: (408) 277-2919

e-mail, if available:

other:

Situation Analysis Branch Director

******Read This Entire Position Checklist Before Taking Action******

Responsibilities:

Upon arrival at the EOC, check in with the EOC manager. Request:

- Seating assignment
- Shift assignment
- EOC orientation
- Incident/situation briefing

Initiate/maintain, as the case may be, a log. Pass this log on to your relief with instructions to maintain it.

Operational Phase:

Set up status boards and maps, using EIS.

Issue Situation Report Forms to all EOC sections. Instruct Section Chiefs to periodically poll field units, complete the Situation Report Forms, and return them to the Situation Analysis section in the EOC.

Prepare and submit to State OES, Coastal Region, via Operational Area OES, Situation Report Forms as follows:

- Initial report within 4 hours.
- Subsequent reports to be submitted as conditions warrant; i.e., any significant changes should be reported.

Post the raw data contained in the Situation Report forms to status boards and maps.

Based upon data, prepare briefings and recommendations for the Action Planning meeting. Key considerations are:

- Nature and scope of the emergency
- Response capability

- Threat to life and property
- Damage assessment data, expressed in dollar amounts

In the event of an EARTHQUAKE, determine:

- Location of collapsed critical facilities such as police and fire stations, hospitals, government buildings, and mass care facilities.
- Status of utility services.
- Location of collapsed buildings with trapped occupants. If possible, determine the number and condition of trapped occupants.
- Location of broken gas and water mains.
- Location of downed power lines.
- Location of collapsed bridges, freeway overpasses, and other road closures.
- Status of sanitation facilities.
- Fatalities and injuries.
- Periodic damage assessment figures, expressed in dollar amounts.

In the event of a FLOOD or DAM FAILURE, determine:

- Boundaries of the inundation area(s).
- Anticipated duration of the inundation period.
- Status of roads.
- Status of critical facilities.
- Status of utilities.
- Status of sanitation system.
- Status of water system. Include status report on any potential contamination of potable water supplies.
- Fatalities and injuries.

In the event of a HAZARDOUS MATERIAL or RADIOLOGICAL INCIDENT, determine:

- Identity of substance(s) involved.
- Quantity of substance(s) involved.
- Extent of the release, and plume direction.
- Relative threat to life and property.
- Boundaries of evacuation area(s).
- Fatalities and injuries.
- Wind speed and direction, as well as weather predictions.
- Fatalities and injuries.

Documentation Unit Leader

****** Read This Entire Position Checklist Before Taking Action ******

Responsibilities:

1. Collect, organize and file all completed event or disaster related forms, including all EOC position logs, situation status reports, EOC Action Plans and other related information, just prior to the end of each operational period.
2. Provide document reproduction services to EOC staff.
3. Distribute the City of San Jose's EOC situation status reports, EOC Action Plan, and other documents, as required.
4. Maintain a permanent electronic archive of all situation reports and Action Plans associated with the event or disaster.
5. Assist the EOC Coordinator in the preparation and distribution of the After-action Report.
6. Supervise the Documentation Unit.

Activation Phase:

- Follow the generic Activation Phase Checklist.

Operational Phase:

- Maintain a position Log.
- Meet with the Planning/Intelligence Section Chief to determine what EOC materials should be maintained as official record.
- Meet with the Recovery Branch Director to determine what EOC materials and documents are necessary to provide accurate records and documentation for recovery purposes.
- Initiate and maintain a roster of all activated EOC positions to ensure that position logs are accounted for and submitted to the Documentation Unit at the end of each shift.
- Reproduce and distribute the Situation Status Reports and Action Plans. Ensure distribution is made to the Operational Area EOC via RIMS or fax.
- Keep extra copies of reports and plans available for special distribution as required.
- Set up and maintain document reproduction services for the EOC.

Demobilization Phase:

Follow Generic Demobilization Checklist.

DAMAGE ASSESSMENT BRANCH

Collection and analysis of damage assessment information is crucial to the successful management of response and recovery operations.

CONCEPTS OF OPERATIONS

Immediate windshield surveys of damage will be conducted by City departments with disaster response field units: Police, Fire, Department of Transportation, General Services, and Public Works departments. Public Works Inspectors and Building Officials/Inspectors will conduct a reconnaissance of affected areas to determine the extent of damage, and will report this information to the Damage Assessment Branch of the Planning/Intelligence Section. This overview of damaged areas will become the basis for the development of a field inspection program for public and private property. It is crucial that this information be timely, accurate, and where practicable, includes specific damage assessment figures in dollar amounts.

POLICIES AND PROCEDURES

Damage Assessment

Damage assessment teams will be composed of qualified individuals such as PB&CE building inspectors and code enforcement personnel, and Public Works' engineers. The two types of damage assessment are defined as follows:

1. Individual Assistance Damage Assessment - describes private sector damage such as damage to homes, businesses, farms, and personal possessions.
2. Public Assistance Damage Assessment - describes damage to public facilities such as public buildings, sewer systems, bridges and roads. Included in this category are costs associated with search and rescue operations, medical care, care and shelter, and rehabilitation operations.

The PB&CE staff will follow their SOP to provide a complete survey of the privately owned property within the damaged areas of the City in a timely fashion. They will use ATC-20 formats for damage assessment, and post buildings using the color-coded tri lingual signs. The PW staff will follow their SOP to provide a complete survey of the public facilities and infrastructure within the damaged areas of the City in a timely fashion. If the number of available City staff members is inadequate to inspect the City within a reasonable period of time, Building Officials' Mutual Aid may be requested from the Operational Area EOC.

Dollar value estimates for the damaged buildings will be developed within the Planning/Intelligence Section. This will be a cooperative effort among City departments with knowledge of building values, including information provided on permit applications. Other sources include the Assessor Parcel lists for valuations, or MetroScan or similar real estate sales information, as well as any other reasonably available public records useful in estimating disaster-related losses.

All damage assessment reports will be provided to the Planning/Intelligence Section Damage Assessment Branch Director in a timely fashion. The Damage Assessment Branch will aggregate the information and create the damage estimate information needed to complete the RIMS forms. This information will be recorded on the required RIMS forms by the assigned Planning/Intelligence Section personnel, and sent to the Operational Area

Damage Assessment Branch Director

****** Read This Entire Position Checklist Before Taking Action ******

Responsibilities:

1. Collect initial damage assessment information from the field through City building officials/inspectors.
2. Collect initial damage assessment information from the Construction and Engineering Branch of the Operations Section for publicly owned buildings.
3. Coordinate with the Operations Section Construction and Engineering Branch to obtain damage information for utilities that serve San Jose, and from Santa Clara Valley Water District for their dams.
4. Develop detailed damage assessment information, with associated damage cost/value estimates.
5. Maintain detailed records on damaged areas and structures.
6. Coordinate with the Planning/Intelligence Section Chief to request Building Officials Mutual Aid if required to inspect structures and/or facilities.
7. Supervise the Damage Assessment Branch.

Activation Phase:

- Follow generic Activation Phase Checklist.

Operational Phase:

- ρ Establish and maintain a position log and other necessary files.
- ρ Deploy City Building Officials/Inspectors to the field according to their plan to complete the inspection of privately owned facilities in San Jose, using ATC-20 as a basis, and tri-lingual signs indicating safety levels (red, yellow, green).
- ρ Obtain initial damage assessment information from Fire & Rescue Branch, Law Enforcement Branch, Utilities Unit and other branches/units as necessary.
- ρ Coordinate with the American Red Cross, utility service providers, and other sources for additional damage assessment information.
- ρ Prepare detailed damage assessment information, including estimate of value of the losses, and provide to the Planning/Intelligence Section Chief.
- ρ Clearly label each structure and/or facility inspected in accordance with ATC-20 standards and guidelines.
- ρ Maintain a list of structures and facilities requiring immediate inspection or engineering assessment.
- ρ If mutual aid is needed, initiate all requests for engineers and building inspectors through the Operational Area EOC.

- ρ Keep the Planning/Intelligence Section Chief informed of the inspection and engineering assessment status.
- ρ Refer all contacts with the media to the Public Information Branch.

Demobilization Phase:

- Follow the generic Demobilization Phase Checklist.

RECOVERY PLANNING BRANCH

Recovery actions must be planned for and implemented early in a disaster, often while the disaster is still unfolding. The development of a recovery plan is a critical part of the disaster response period, enabling the property damage to be minimized, the economic damage limited, and the restoration of community services to be rapid.

CONCEPT OF OPERATIONS

The Recovery Branch consists of a Branch Director and associated Unit Leaders when appropriate. Units include Housing, Refuse, Vector Control and Animal Control and Infrastructure, if activated. The Recovery Branch reviews the damage assessment information and situation intelligence and develops a plan to assist with all aspects of community restoration.

POLICIES AND PROCESURES

Housing

Housing units may become uninhabitable due to disaster damage. The pre-disaster homeless must be considered in the delivery of services. The Housing Unit will ensure that short-term housing is found to allow the Care and Shelter Branch to close public shelters in a timely fashion. They will also work with community resources to speed repair and rebuilding of permanent homes for the disaster-related homeless, and strive to find assistance for the pre-disaster homeless population. When necessary, the Housing Unit will coordinate with the Individual Assistance Officer appointed by the City Council to develop a Disaster Application Center (DAC) to coordinate the various types of assistance needed by the disaster victims to reestablish their homes.

Refuse Removal

Disaster damage to homes frequently generates large amounts of damaged household goods and building materials. Floods and earthquakes may also destroy infrastructure, requiring the removal of concrete, steel and other large building materials. This material must be removed from the community quickly to facilitate physical and psychological recovery. Some material will be removed as excess refuse. Other material is hazardous and requires special handling. Still other items can be recycled if properly separated. The Refuse Unit will oversee the development of appropriate plans for the removal of disaster related debris. In addition, they will work with regional and state agencies to facilitate recycling wherever possible.

Vector Control and Animal Control

Disaster may displace wild animal populations from their natural habitats and drive them into community areas. Vermin, vectors and aggressive wild animals may seek shelter in community landscaping, or in disaster-related ponding or mud. Domestic animals and pets may become separated from their families during disasters. They may run away or hid during disaster

evacuations and be left behind. The Vector Control and Animal Control Unit will coordinate with County Vector Control to abate related and public health hazards; and coordinate with City Animal Services to ensure the rescue and safekeeping of pets and assist families forced to evacuate to public health shelter to find safe shelter for their pets.

Streets and Drains

Public infrastructure is frequently damaged during a disaster. Removal of mud and debris from streets quickly is required to restore other services, such as refuse removal and emergency response capabilities. Streetlights and bridges are also frequent victims of disaster damage. These need to be repaired to facilitate the flow of traffic within the community. Storm drains, sanitary sewers, water lines and conduit may have been damaged and require repair to facilitate the reuse of homes and commercial buildings. The Streets and Drains Unit will facilitate this work to support community recovery.

Public Information

The Recovery Branch will coordinate with the Emergency Public Information Officers to ensure that appropriate notices are distributed to the news media and the public regarding recovery processes. Each Unit within the Branch will contribute appropriate material and assist with the development of media releases and media briefings.

Financial Recovery

The Recovery Branch will carefully coordinate all information needed to obtain reimbursement of recovery related costs from higher levels of government, insurance carriers or responsible parties. They will provide the information to the Finance/Administration Section in a timely manner, and assist with the development of files and documentation to support the City's cost recovery efforts. The Recovery Branch will also work with other EOC sections to ensure that field forces develop appropriate documentation of their work to support reimbursement (videotape of repair and restoration work, photos, safekeeping of drawings, etc.)

Recovery Branch Director

**** Read This Entire Position Checklist Before Taking Action ****

Responsibilities:

1. Collect and maintain documentation of all disaster information to facilitate the design of recovery work.
2. Coordinate all neighborhood level public facility recovery with outside agencies and contractors.
3. Determine the mid-term and long term housing needs of disaster victims, and work with city, NGO's and other resources to develop a plan to meet those needs.
4. Coordinate with Housing and community resources to assist pre-disaster homeless.
4. Supervise the Recovery Unit and all recovery operations.

Activation Phase:

- ρ Report to the EOC when directed.

Operational Phase:

- ρ Establish and maintain position log and other necessary files.
- ρ Short term and long term housing (may be established as a Unit within the Branch if appropriate)
- a. Coordinate with the Care and Shelter Branch Manager to ensure that disaster-related homeless people have information about how to access to housing assistance programs
 - b. Coordinate with the City's Homeless Coordinator to ensure that the pre-disaster homeless are receiving appropriate assistance for short term and long term re-housing
 - c. Coordinate with the City's Homeless Coordinator, the American Red Cross and the County Housing Authority to ensure that disaster-related homeless people are applying for re-housing assistance from all available sources
 - d. Coordinate with the EOC Director to determine the disaster declaration level and the likely assistance that will flow from it (e.g., SBA only, Individual Assistance if Presidential Disaster Declaration, etc.)
 - e. Coordinate the opening of a Disaster Assistance Center (DAC) that will provide "one stop shopping" for disaster victims, including federal, state and local agencies

- 1). Coordinate with the Community Liaison to determine what language assistance may be needed by the victims; obtain translators through Employee Services or Library.
 - 2). Coordinate with the Damage Assessment Branch to determine the estimated length of time victims will be unable to return home and organize outside agencies accordingly (e.g., post office to redirect mail, phone company to forward calls, newspaper delivery changes, etc.)
 - 3). Coordinate with the Damage Assessment Branch to establish a rapid permitting process for home restoration/repairs co-located at the DAC.
 - 4). Coordinate with County Social Services to include application for food stamps, welfare, or other available social service programs at the DAC.
 - 5). Coordinate with County Mental Health Services to have a counseling outreach table at the DAC.
 - 6). Coordinate with American Red Cross, Salvation Army, and other NGO's to have outreach tables for their services at the DAC.
 - 7). Coordinate with County Public Health Officer to ensure that post-disaster medical information is available at the DAC (e.g., precautions to take if contaminated by flood water, appropriate immunizations, etc.)
 - 8). Coordinate with Logistics Chief to obtain appropriate facility for the DAC, including furnishings, office equipment, etc.
 - 9). Coordinate with the Operational Area EOC to get FEMA and State representatives to the DAC to discuss their programs (SBA, Individual Assistance, other)
 - 10). Coordinate with the Operational Area EOC to get appropriate national NGO assistance to the DAC (e.g., Southern Baptist cooking team, Church of the Brethren child care assistance, etc.)
- ρ Refuse removal (may be established as a Unit within the Branch if appropriate)
- a. Coordinate with Logistics Chief to contract for roll out boxes for flood damaged household goods, large appliances, carpeting, wall board, personal belongings
 - b. Coordinate with County for special collections for household hazardous waste from the flooded areas (pesticides, automobile repair products, paint, batteries, cleaning products, etc.)
 - c. Staff refuse locations to monitor refuse discarded for appropriateness and source, consider multiple language needs
 - d. Coordinate with Logistics Chief to contract for recycling of construction debris (bricks, concrete, cinder block, asphalt, etc.)
- ρ Streets and Drains (may be established as a Unit within the Branch if appropriate)
- a. Coordinate with Construction and Engineering and Logistics to obtain street sweeping services to remove mud from the streets in previously flooded areas
 - b. Coordinate with Construction and Engineering to ensure that street infrastructure is restored rapidly in the flood area to facilitate debris removal and reconstruction

- c. Coordinate with Construction and Engineering to ensure that flood debris is removed from public rights-of-way rapidly in the flood area to facilitate neighborhood restoration and traffic circulation
 - d. Coordinate with Construction and Engineering to ensure that storm drains, sanitary sewers, and sewer lift stations are inspected for proper functioning immediately after the floodwater recedes; and that needed repairs are conducted rapidly.
- ρ Coordinate with PIO to issue any health and safety or service availability bulletins related to recovery issues
 - a. Location of rollout boxes, times available, rules regarding items accepted
 - b. Location of household hazardous waste disposal, times available and quantities accepted
 - c. Bulletins regarding drinking water safety, sanitary sewer availability
 - d. Bulletins regarding post-disaster health concerns from the County Public Health Officer
- ρ Coordinate with Logistics Chief to contract with San Jose Conservation Corps to assist with recovery work
 - a. Assist residents with moving large damaged goods to the collection points
 - b. Deliver health notices, clean-up advisories and other flood-related information door to door
 - c. Monitor roll out boxes and household hazardous waste collection points for appropriate usage
 - d. Provide translation services at roll out boxes and other refuse collection points
- ρ Act as the liaison for the City EOC with the Operational Area and other disaster assistance agencies to coordinate the recovery process as needed.
- ρ Prepare all required state and federal documentation as necessary to recover all allowable disaster recovery costs.
- ρ Organize and prepare records for P/I Section Chief.
- ρ Assist the EOC Coordinator and Planning/Intelligence Section with preparation of the After-Action Report.

Demobilization Phase:

Follow the generic Demobilization Phase Checklist.

ANNEX D

LOGISTICS SECTION

DUTIES AND RESPONSIBILITIES

Procures facilities, personnel, equipment, and materials for the emergency response.

Branches that should be considered for activation are:

Facilities Support Unit

Ensures the full functioning of the Emergency Operations Center by maintaining needed supplies, including janitorial services, feeding services and materials, as needed.

Information Technology Branch

Oversees the provision, maintenance, purchasing, leasing, renting, or assignment of communications equipment including radio, telephone, cell phones, paper and computer equipment.

Personnel Unit

Provides staffing for emergency response. Processes Workers' Compensation claims for City employees and City registered volunteers. Passes registered Disaster Service Worker, Workers' Compensation claims onto State OES for processing.

Supply/Procurement Unit

Ensures that all supplies and equipment needed to support both field forces and the EOC are obtained in an expeditious, cost-conscious manner and in keeping with State and Federal reimbursement standards.

Transportation Unit

Obtains and coordinates transportation resources, schedules commercial transportation for emergency personnel and shipments of resources.

Generic Checklist

(For All Positions)

Activation Phase:

- Check in with the Personnel Unit (in Logistics) upon arrival at the San Jose EOC.
- Report to Management Section Chief, Section Chief, Branch Coordinator, or other assigned Superior.
- Set up workstation and review your position responsibilities.
- Establish and maintain a position log, which chronologically describes your actions taken during your shift.
- Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- Ensure RIMS (Response Information Management System) is operational.

Demobilization Phase:

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning/Intelligence Section, as appropriate, prior to your departure.
- Be prepared to provide input to the after-action report.
- If another person is relieving you, ensure he/she is thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

Logistics Section Chief

****** Read This Entire Position Checklist Before Taking Action ******

Responsibilities:

1. Ensure the Logistics function is carried out in support of the City EOC. This function includes providing communication services, resource tracking; acquiring equipment, supplies, personnel, facilities, and transportation services; as well as arranging for food, lodging, and other support services as required.
2. Establish the appropriate level of branch and/or unit staffing within the Logistics Section, continuously monitoring the effectiveness of the organization and modifying as required.
3. Ensure section objectives as stated in the EOC Action Plan are accomplished within the operational period or within the estimated time frame.
4. Coordinate closely with the Operations Section Chief to establish priorities for resource allocation to activated Incident Commands within the City.
5. Keep the Management Section Chief informed of all significant issues relating to the Logistics Section.
6. Supervise the Logistics Section.

Activation Phase:

- Report to the EOC when directed.
- Ensure the Logistics Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps, status boards, vendor references, and other resource directories.
- Based on the situation, activate branches/units within section as needed and designate Branch and Unit Leaders for each element:
 - Facilities Unit
 - Information Technology Branch
 - Personnel Unit
 - Transportation Unit
- Mobilize sufficient section staffing for 24-hour operations.
- Establish communications with the Logistics Section at the Operational Area EOC if activated.

- Advise Branches and Units within the section to coordinate with appropriate branches in the Operations Section to prioritize and validate resource requests from Incident Command Posts in the field. This should be done prior to acting on the request.
- Meet with the Management Section Chief and General Staff and identify immediate resource needs.
- Follow City ordinances regarding purchasing authority during emergency response but before disaster declaration and after disaster declaration. Be sure that all section members are aware of which phase they are working in, and that they are following the requirements.
- Review FEMA rules for contracting during disasters before and after a federal declaration. Follow the rules for the appropriate phase.
- Assist branch and Unit Leaders in developing objectives for the section as well as plans to accomplish their objectives within the first operational period, or in accordance with the Action Plan.
- Provide periodic Section Status Reports to the Management Section Chief.
- Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.

Operational Phase:

- Ensure that Logistic Section position logs and other necessary files are maintained.
- Meet regularly with section staff and work to reach consensus on section objectives for forthcoming operational periods.
- Coordinate with all section members and prepare the written sheet of the Logistics Section questions, overviews, requests and direction and objectives at least 30 minutes prior to each Action Planning meeting.
- Attend and participate in EOC Action Planning meetings.
- Ensure that all Units of the Logistic Section coordinates closely with the Finance/Administration Section prior to spending money or making financial commitments, and that all required documents and procedures are completed and followed.
- Ensure that transportation requirements, in support of response operations, are met.
- Ensure that all requests for facilities and facility support are addressed.

- Ensure that all City resources are tracked and accounted for, as well as resources ordered through Mutual Aid.
- Provide section staff with information updates as required.

Demobilization Phase:

Follow the generic Demobilization Phase Checklist.

Facilities Unit Leader

****** Read This Entire Position Checklist Before Taking Action ******

Responsibilities:

1. Ensure that adequate essential facilities are provided for the response effort, including securing access to the facilities in a manner adequate to accomplish the mission.
2. Ensure acquired buildings, building floors, and/or workspaces are returned to their original state when no longer needed.
3. Supervise the facilities unit.

Activation Phase:

- Follow generic Activation Phase Checklist.

Operational Phase:

- Establish and maintain a position log and other necessary files.
- Work closely with the EOC Coordinator and other sections in determining facilities and furnishings required for effective operation of the EOC.
- Coordinate with branches and units in the Operations Section to determine if assistance with facility acquisition and support is needed at the field level.
- Arrange for continuous maintenance of acquired facilities, and ensure that utilities and restrooms are operating properly.
- If facilities are acquired away from the EOC, coordinate with assigned personnel and designate a Facility Manager.
- Develop and maintain a status board or other reference that depicts the location of each facility, a general description of furnishings, supplies, and equipment at the site, hours of operation, and the name and phone number of the Facility Manager.
- Ensure all structures are safe for occupancy and that they comply with ADA requirements.
- As facilities are vacated, coordinate with the facility manager to return the location to its original state. This includes removing and returning furnishings and equipment, arranging for janitorial services, and locking or otherwise securing the facility.
- **Demobilization Phase:**
- Follow the generic Demobilization Phase Checklist.

IT/TELECOMMUNICATIONS BRANCH RESOURCES

EMERGENCY ALERT SYSTEM

The Emergency Alert System (EAS) is a network of public broadcast stations and interconnecting facilities, authorized by the Federal Communications Commission (FCC) to operate in a controlled manner during wartime, or during a state of disaster or national emergency. The system is designed to provide a communications link between government authorities and the public. Priority for use is:

1. Presidential messages
2. Local programming
3. State programming
4. National programming and news

STATE RADIO SYSTEMS

California Law Enforcement Radio System

Serves all OES facilities and interconnects law enforcement agencies of counties and cities. The system is microwave inter-tied to provide statewide coverage. This system is the state's radio backup for the National Warning System.

California Emergency Services Radio System

A local government system serving all OES facilities, numerous state agencies, and participating county level civil defense agencies. The system is microwave inter-tied to provide statewide coverage.

OES Fire Network

Serves all OES facilities and fire support equipment. Radio equipment on this network is located with fire services agencies in 52 counties. The network employs mountain top mobile relays and interconnects with the State Microwave System to provide statewide coverage.

TELETYPE

The California Law Enforcement Telecommunications System (CLETS) has 900 terminals statewide, and serves all counties and cities in the state.

COMMUNICATIONS SUPPORT

California OES

California State OES has two mobile command complexes, each consisting of a communications van, an operations van, a command van, and a generator. One complex is located at Los Alamitos, and the other is located at State OES Headquarters in Sacramento. Their primary mission is to provide a communications link between the disaster area and State OES Headquarters. These complexes are capable of operating on all state radio communications systems, satellite systems, mutual aid radio systems, and Radio Amateur Civil Emergency Services (RACES). Whenever possible, radio operators should be provided by the local jurisdiction.

California National Guard (CNG)

The CNG has an assortment of communications equipment and capabilities, with limited in-place facilities. Most communications equipment is designed to serve CNG forces, although some reserve capability is available.

Radio Amateur Civil Emergency Service (RACES)

RACES operate on amateur radio (Ham) frequencies under authority of the FCC in support of emergency radio communications operations. RACES is frequently employed in augmentation of existing systems, as a substitute for damaged or inoperable systems, and to establish communications links with otherwise inaccessible areas.

REACT/GMRS (Citizens Band Radio)

CB operators can participate in civil defense activities on a voluntary basis, under the direction of civil defense authorities. REACT operates UHF repeaters and has an established organization.

POLICIES AND PROCEDURES

Since few uncommitted communications resources exist, the City system should be considered as all that is available during an emergency. Emergency reserve equipment is usually earmarked for use by the jurisdiction possessing it, and is thus not readily available for diversion to other jurisdictions. Even if available, it is usually not practical for use by other jurisdictions due to frequency or antenna mismatch. The Interoperability Project is working to create a system that overcomes these limitations.

RACES will be used to back up City communications systems. Special consideration will be given to employing RACES to augment disaster medical and public information activities.

During a STATE OF WAR EMERGENCY, privately owned radio systems, equipment, and facilities, subject to approval of the licensee, will be used to support the response activities of field forces not already linked to EOCs.

Electromagnetic Pulse (EMP), a phenomenon associated with the detonation of a nuclear weapon, can prove devastating to radio communication equipment and computers. The most reliable protective methods against EMP involve shielding the equipment by encasing it in metal containers. Since this method is fiscally impractical in San José, protective actions will consist of unplugging equipment prior to a detonation, given adequate warning time.

CITY OF SAN JOSE RADIO SYSTEMS

Civil Air Patrol - assists with aerial searches. May be able to assist with communications to airplanes during a disaster.

American Red Cross (ARC) - The Santa Clara Valley ARC Chapter operates a base and several mobiles on two frequencies: the national frequency of 47.420 MHz and a local chapter frequency of 47.580 MHz. These are simplex nets with typically limited coverage. ARES/RACES will continue to provide wide area communications for the Red Cross. Communications between the EOC and the chapter are via phone or ARES/RACES.

SANTA CLARA COUNTY ARES/RACES

RESOURCE

This net's function is to recruit resources, both operators and equipment. No tactical traffic is to be passed on this net. Neither the County EOC nor cities (and other jurisdictions or agencies) need normally monitor the Resource Net. They may directly contact Resource Net Control to originate resource requests or they may pass these requests via the Command 1 Net. Responses will be made via the Command 1 Net.

HF TACTICAL

This net's function is to provide statewide coverage on short wave frequencies to allow the county to communicate directly with State OES Coastal Region or Sacramento, or with other counties beyond the range of local repeater coverage.

OTHER TACTICAL

These nets are created on an as-required basis to handle ARES/RACES operations within a city (or other jurisdiction). They may also be created by other agencies, such as the Red Cross, to handle specific kinds of traffic. Tactical Net names are given by the creating jurisdiction or agency. Tactical Net Control operates from the jurisdiction's or agency's EOC. Tactical Nets will not normally be monitored by the County EOC or by Red Cross Chapter (except Tactical Nets created by Red Cross).

Emergency Action Checklist

COMMUNICATIONS

Call signs will be assigned for emergency use on the SJ20 System. The following are the assignments:

OES 1: Frannie Edwards, Director
Office of Emergency Services

OES 2: through 18: to be assigned temporarily to City Staff during EOC activation.
The Operations Section Communications Branch will make assignments.

1. Listen to see if the channel is clear of other traffic before transmitting. Most radio channels like San Jose 20 are shared systems where many users are handling business through the use of their two-way radio equipment.
2. A two-way radio has a “Push-to-talk” button, also abbreviated as “PTT.” This is not an abbreviation for “Push-to-Think.”

Plan what you are going to say **before** using the “push-to-talk” button on the radio.

3. Call the station you are trying to reach by announcing the call sign of the called station followed by your own call sign.

Example: “San Jose Twenty” {pause a second or two} “OES One.”

4. The called station will then identify itself and either pause for you to answer, or will ask you to go ahead with your traffic.

Example: “OES one, go ahead.”

5. State your message briefly and wait for a reply.

You: “San Jose twenty, please contact OES2 at extension 496. Have him call me on this channel.

Dispatch: “OES1, standby and I will see if I can reach him”

Dispatch: “OES1, Earl will give you a call in about 2 minutes”

6. Indicate that you have received the message and that you are through with your traffic

Example: “Thank you, OES1 clear”

“Clearing with the party you are speaking with lets everyone else who is on the channel know that you are through and that others can now use the San Jose 20 radio system to pass their own traffic.

7. Your party being asked to come up on the channel will follow the same procedure as above:
 - a. Listen first and see if the channel is in use
 - b. If it is in use, stand-by until the stations have passed their traffic
 - c. Initiate a call: “OES one, this is OES two”
 - d. Your reply: “OES two, I will be enroute to fire station 25. If you need me this afternoon, I will be on pager 1967.
 - e. “Acknowledged OES one, OES two clear”
8. The use of “10-codes” or other “brevity codes” are not necessary. Plain text is mandatory under SEMS, as many jurisdictions have brevity codes with different meanings.
9. In many instances, it is preferable to use a “tactical call” instead of a call sign representing a specific person. This way, any person at a specifically identified location will answer your call and can pass the traffic for you.

Example: “Alviso I.C.” [pause] “OES1” or

“Alviso I.C.” [pause} “OES1 with traffic for Captain Smith”

This allows Alviso I.C. to get ready to copy a written note that they can pass along, or have someone find Captain Smith.

Information Technology Branch Coordinator

****** Read This Entire Position Checklist Before Taking Action ******

Responsibilities:

1. Ensure radio, telephone, and computer resources and services are provided to EOC staff as required.
2. Oversee the proper operation of communications resources within the City EOC.
3. Ensure that a communications link is established with the Operational Area EOC.
4. Determine any changes in computer requirements for all EOC positions.
5. Ensure that the RACES (ham) Radio Room is established to including sufficient frequencies to facilitate operations, and coordinate with RACES leadership to ensure that adequate RACES operators are available for 24-hour coverage.
6. Develop and distribute a Communications Plan that identifies all systems in use and lists specific frequencies allotted for the event or disaster.
7. Supervise the communications branch.

Activation Phase:

- Follow the generic activation Phase Checklist.
- Based on the situation, activate the necessary units within the Information Technology Branch:
 - o Communication Unit
 - o Information Systems Unit.
- Prepare objectives for the Information Technology Branch; provide them to the Logistics Section Chief prior to the initial Action Planning meeting.

Operational Phase:

- Ensure that Information Technology Branch position logs and other necessary files are maintained.
- Keep all sections informed of the status of communications systems, particularly those that are being restored.

- Coordinate with all EOC section/branches/units regarding the use of all communication systems.
- Ensure that the RACES (ham) Radio Room is activated to receive and direct all event or disaster related communications to appropriate destinations within the EOC.
- Ensure that adequate communications operators are mobilized to accommodate each discipline on a 24-hour basis or as required.
- Ensure that RIMS Communications links are established with the Operational Area EOC.
- Ensure that communications links are established with activated EOCs within the Operational Area, using EOC-to-EOC radio, as appropriate.
- Continually monitor the operational effectiveness of EOC communications systems. Provide additional equipment as required.
- Ensure that technical personnel are available for communications equipment maintenance and repair.
- Mobilize and coordinate amateur radio resources to augment primary communications systems as required.
- Keep the Logistics Section Chief informed of the status of communications systems.
- Prepare objectives for the Communications Branch; provide them to the Logistics Section Chief prior to the next Action Planning meeting.
- Refer all contact with the media to the Public Information Branch.

Demobilization Phase:

- Follow the generic Demobilization Phase Checklist.

GIS Support

****** Read This Entire Position Checklist Before Taking Action ******

Responsibilities:

1. Assist EOC staff with accessing GIS materials.
2. Assure that all GIS data and software are functioning. Assist network support team with plotter maintenance.

Activation Phase:

- Follow generic Activation Phase Checklist.
- Check in with Management Section Chief and obtain your priorities and specific assignment, including the need for additional GIS support staff.
- Coordinate with the Logistics Section Chief to obtain additional GIS support staff if needed.
- Contact the EOC sections or branches that you may be supporting, and advise them of your availability and assigned work location in the EOC.

Operation Phase:

- Assist the Planning/Intelligence Section Chief in display/accessing GIS information as needed.
- Provide any GIS information for the Incident Action Plan document.
- Provide GIS support to other section chiefs as assigned.
- Maintain logs and files associated with your position.

Demobilization Phase:

- Follow generic Demobilization Phase Checklist
- Provide GIS support to OES staff to support the creation of the final reports required by outside agencies.

Desktop Support Group

****** Read This Entire Position Checklist Before Taking Action ******

Responsibilities:

1. Assist a Section Chief or other EOC staff with accessing computer-based materials, or creating computer-based materials, including word processing documents.
2. Assist Administrative Support positions, as needed.
3. Assist in the creation and distribution of the Incident Action Plan in coordination with the Planning/Intelligence Section Chief.

Activation Phase:

- Follow generic Activation Phase Checklist.
- Check in with the Management Section Chief and obtain your priorities and specific assignment, including the need for additional computer support staff
- Coordinate with the Logistics Section Chief to obtain additional computer support staff if needed.
- Contact the EOC sections or branches that you may be supporting, and advise them of your availability and assigned work location in the EOC.

Operational Phase:

- Assist the Planning/Intelligence Section Chief in preparing for the first Action Planning Briefing.
- Participate in the Action Planning Briefing. Assist the Planning/Intelligence Section Chief with the development of the Incident Action Plan document.
- Provide computer support to other section chiefs as assigned.
- Maintain logs and files associated with your position.

Demobilization Phase:

- Follow generic Demobilization Phase Checklist.
- Provide computer-based files to assist OES staff with the creation of the final reports required by outside agencies.

Network Support Group

****** Read This Entire Position Checklist Before Taking Action ******

Responsibilities:

1. Assist EOC staff with accessing computer-based materials, accessing inter-net sites, or creating computer-based materials, including GIS and word processing documents, and the state's RIMS and EAS access points.
2. Assure that all computers, peripherals, computer systems, servers and networks are functioning. Perform repairs or obtain replacement equipment, as needed.
3. Train new EOC staff in hardware, software, and network functions, as needed.

Activation Phase:

- Follow generic Activation Phase Checklist.
- Check in with the Management Section Chief and obtain your priorities and specific assignment, including the need for additional network support staff.
- Coordinate with the Logistics Section Chief to obtain additional network support staff if needed.
- Contact the EOC sections or branches that you may be supporting, and advise them of your availability and assigned work location in the EOC.

Operational Phase:

- Assist the Planning/Intelligence Section Chief in accessing RIMS, GIS, and all other computer based systems required to document the events and meet state mandated reporting.
- Participate in the Action Planning Briefing. Assist the Planning/Intelligence Section Chief with the development of the Incident Action Plan document, including required maps, and in forwarding the required documentation from the Action Planning Briefing to the state via RIMS or fax.
- Provide network support to other section chiefs as assigned.
- Maintain logs and files associated with your position.

Demobilization Phase:

- Follow generic Demobilization Phase Checklist.
- Provide computer-based files, maps, and supporting materials, including RIMS, and EAS documents, to assist OES staff to support the creation of the final reports required by outside agencies.

Personnel Unit Leader

****** Read This Entire Position Checklist Before Taking Action ******

Responsibilities:

1. Provide personnel resources as requested in support of the EOC and Field Operations.
2. Identify, recruit, and register volunteers as required.
3. Develop an EOC organization chart.
4. Supervise the Personnel Unit.
5. Given the nature of the situation, ensure that Workers' Compensation claims, resulting from the response, are processed within a reasonable time.

Action Phase:

- Follow the generic Activation Phase Checklist.

Operational Phase:

- Establish and maintain personnel log and other necessary files.
- In conjunction with the Documentation Unit, develop a large poster size EOC organization chart depicting each activated position. Upon check in, indicate the name of the person occupying each position on the chart. The chart should be posted in a conspicuous place, accessible to all EOC personnel.
- Coordinate with the Liaison Officer and Safety Officer to ensure that all EOC staff, including volunteers, receives a current situation and safety briefing upon check-in.
- Establish communications with volunteer agencies and other organizations that can provide personnel resources.
- Coordinate with the Santa Clara Operational Area EOC to activate the Emergency Management Mutual System (EMMA) if required.
- Process all incoming requests for personnel support. Identify the number of personnel, special qualifications or training, where they are needed and the person or unit they should report to upon arrival. Determine the estimated time of arrival of responding personnel, and advise the requesting parties accordingly.
- Maintain a status board or other reference to keep track of incoming personnel resources.

- Coordinate with the Liaison Officer and Security Officer to ensure access, badging or identification, and proper direction for responding personnel upon arrival at the EOC.
- To minimize redundancy, coordinate all requests for personnel resources from the field level through the EOC Operations Section prior to acting on the request.
- In coordination with the Safety Officer, determine the need for crisis counseling for emergency workers, acquire mental health specialists as needed.
- Arrange for childcare services for EOC personnel as required.
- If directed by the Director of Emergency Services, establish registration locations with sufficient staff to register volunteers, and issue them disaster service worker identification cards.
- Keep the Logistics Section Chief informed of significant issues affecting the Personnel Unit.
- Given the nature of the situation, ensure the Compensation Claims Unit processes all Workers' Compensation claims resulting from the disaster in a reasonable timeframe.

Demobilization Phase:

- Follow the generic Demobilization Phase Checklist.

Claims Unit Leader – Personnel Unit

**** Read This Entire Position Checklist Before Taking Action ****

Responsibilities:

1. Complete all forms required by the Workers' Compensation Program.
2. Maintain a file of injuries and illnesses associated with the event or disaster, which includes results of investigations.
3. Supervise the Claims Unit.

Activation Phase:

- Follow the generic Activation Phase Checklist.

Operational Phase:

- Establish and maintain a chronological log of injury and illness report during the event or disaster.
- Investigate all injury or illness claims as soon as possible.
- Prepare appropriate forms for all verifiable injury or illness claims and forward them to Workers' Compensation within the required timeframe consistent with City Policy and Procedures.

Demobilization Phase:

- Follow the generic Demobilization Phase Checklist.

Supply/Procurement Branch Director

****** Read This Entire Position Checklist Before Taking Action ******

Responsibilities:

1. Oversee the procurement and allocation of supplies and material not normally provided through mutual aid channels.
2. Coordinate procurement actions with the Finance/Administration Section.
3. Coordinate delivery of supplies and material as required.
4. Supervise the Supply/Procurement Unit.

Activation Phase:

- Follow the generic Activation Phase Checklist.

Operational Phase:

- Establish and maintain a position log and other necessary files.
- Determine if requested types and quantities of supplies and material are available in City inventory.
- Determine procurement spending limits. Obtain a list of pre-designated emergency purchase orders as required.
- Whenever possible, meet personally with the requesting party to clarify types and amount of supplies and material, and also verify that the request has not been previously filled through another source.
- In conjunction with the Resource Status Unit, maintain a status board or other reference depicting procurement actions in progress and their current status.
- Determine if the procurement item can be provided without cost from another jurisdiction or through the Operational Area.
- Determine unit costs of supplies and material from suppliers and vendors and if they will accept purchase orders as payment, prior to completing the order.
- Orders exceeding the purchase order limit must be approved by the Finance/Administration Section before the order can be completed.

- If vendor contracts are required for procurement of specific resources or services, refer the request to the Purchasing Branch Leader for development of necessary agreements.
- Determine if the vendor or provider will deliver the ordered items. If delivery services are not available, coordinate pick up and delivery through the Transportation Unit.
- In coordination with the Personnel Unit, provided food and lodging for EOC staff and volunteers as required. Assist field level with food services at Command Post, Rehab, or camp locations as requested.
- In conjunction with CADRE/American Red Cross and the Operational Area, coordinate donated goods and services from community groups and private organizations. Set up procedures for collecting, inventorying, and distributing usable donations not able to be managed by CADRE/American Red Cross.
- Keep the Logistics Section Chief informed of significant issues affecting the Supply/Procurement Unit.

Demobilization Phase:

- Follow the generic Demobilization Phase Checklist.

Purchasing Unit Leader

****** Read This Entire Position Checklist Before Taking Action ******

Responsibilities:

1. Coordinate vendor contracts not previously addressed by existing approved vendor list.
2. Coordinate with Supply/Procurement Unit on all matters involving the need to exceed established purchase order limits.
3. Supervise the Purchasing Unit.

Activation Phase:

- Follow the generic Activation Phase Checklist.

Operational Phase:

- Establish and maintain position logs and other necessary files.
- Review the City's emergency purchasing procedures.
- Prepare and sign contracts as needed. Obtain concurrence from the Logistics Section Chief.
- Ensure that all contracts identify the scope of work and specific site locations.
- Negotiate rental rates not already established, or purchase price with vendors as required.
- Admonish vendors as necessary, regarding unethical business practices, such as inflating prices or rental rates for their merchandise or equipment during disasters.
- Finalize all agreements and contracts, as required.
- Complete final processing and send documents to Finance and Payroll for payment.
- Verify costs data in the pre-established vendor contracts and/or agreements.
- In coordination with the Logistics Section, ensure that the Purchasing Unit processes purchase orders and develops contracts in a timely manner.
- Keep the Logistics Section Chief informed of all significant issues involving the Purchasing Unit.

Demobilization:

Follow the generic Demobilization Phase Checklist.

Resource Status Unit Leader

**** Read This Entire Position Checklist Before Taking Action ****

Responsibilities:

1. Coordinate with the other units in the Logistics Section to capture and centralized resource status information.
2. Develop and maintain resource status boards in the Logistics Section.
3. Supervise the Resource Status Unit.

Activation Phase:

- Follow the generic Activation Phase Checklist.

Operational Phase:

- Establish and maintain a position log and other necessary files.
- Coordinate closely with all units in the Logistics Section particularly Supply/Procurement, Personnel, and Transportation.
- As resource requests are received in the Logistic Section, post the request on a status board and track the progress of the request until filled.
- Status boards should track requests by providing at a minimum the following information: date and time of the request, items requested, priority designation, time the request was processed, and estimated time of arrival or delivery to the requesting party.
- Work closely with other Logistics units and assist in notifying requesting parties of the status of their resource request. This is particularly critical in situations where there will be delays in filling the request. An additional status board may be developed to track resources used by the requesting party. Information categories might include the following: actual arrival time of the resource, location of use, and an estimate of how long the resource will be needed.
- Keep in mind that it is generally not necessary to track mutual aid resources unless they are ordered through the Logistics Section.

Transportation Unit Leader

**** Read This Entire Position Checklist Before Taking Action ****

Responsibilities:

1. In coordination with the Construction/Engineering Branch Coordinator and the Situation Analysis Unit, develop a transportation plan to support EOC operations.
2. Arrange for the acquisition or use of required transportation resources.
3. Supervise the Transportation Unit.

Activation Phase

- Follow the generic Activation Phase Checklist.

Operational Phase:

- Establish and maintain a position log and other necessary files.
- Routinely coordinate with the Situation Analysis Unit and Construction and Engineering Branch to determine the status of transportation routes in and around the City.
- Routinely coordinate with the Construction/Engineering Branch Coordinator to determine progress of route recovery operations.
- Develop a Transportation Plan that identifies routes of ingress and egress, thus facilitating the movement of response personnel, the affected population, and shipment of resources and materials.
- Establish contact with Valley Transportation Authority and school districts to establish availability of equipment and transportation resources for use in evacuation and other operations as needed.
- Keep the Logistics Section Chief informed of significant issues affecting the Transportation Unit.
- **Demobilization Phase:**
- Follow the generic Demobilization Phase Checklist.

ANNEX E

FINANCE SECTION

The duties of the Finance Section are:

- Establish timekeeping procedures consistent with federal, state, and City guidelines for City Employee Services and City equipment.
- Provide guidance to other departments with respect to timekeeping, salary, benefits, and documentation procedures.
- Be responsible for all financial and cost aspects of the disaster, including record keeping, for reimbursement.
- Handle any property/equipment claims for compensation.
- Apprise the Management Section Chief (City Manager) of the current and projected financial status of the City.
- Obtain eligible reimbursement and other funding from state and federal sources expeditiously.

SOPs of the Department of Finance provide details regarding the methods used for tracking FEMA reimbursements.

Generic Checklist

(For All Positions)

Activation Phase:

- Check in with the Personnel Unit (in Logistics) upon arrival at the San Jose EOC.
- Report to Management Section Chief, Section Chief, Branch Coordinator, or other assigned Superior.
- Set up workstation and review your position responsibilities.
- Establish and maintain a position log, which chronologically describes your actions taken during your shift.
- Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- Ensure RIMS (Response Information Management System) is operational.

Demobilization Phase:

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning/Intelligence Section, as appropriate, prior to your departure.
- Be prepared to provide input to the after-action report.
- If another person is relieving you, ensure he/she is thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

Finance/Administration Section Chief

****** Read This Entire Position Checklist Before Taking Action ******

Responsibilities:

1. Ensure that all financial records are maintained throughout the event or disaster.
2. Ensure that all on-duty time is recorded for all City emergency response personnel.
3. Ensure that all on-duty time sheets are collected from field Level Supervisors or Incident Commanders and their staffs.
4. Ensure there is a continuum of the payroll process for all City employees responding to the event or disaster.
5. Determine purchase order limits for the procurement function in Logistics.
6. Ensure that all travel and expense claims are processed within a reasonable time, given the nature of the situation.
7. Provide administrative support to all EOC Sections in coordination with the Personnel Unit, as required.
8. Activate units within the Finance/Administration Section as required and monitor section activities continuously and modify the organization as needed.
9. Ensure that all recovery documentation is accurately maintained during the response and submitted on the appropriate forms to the Federal Emergency Management Agency (FEMA) and/or the Governor's Office of Emergency Services.
10. Supervise the Finance/Administration Section.

Activation Phase:

- Follow the generic Activation Phase Checklist:
- Ensure that the Finance/Administration Section is set up properly and that appropriate personnel, equipment, and supplies are in place.
- Based on the situation, activate units within section as needed and designate Branch Coordinators for each element;
 - o Time Keeping Unit
 - o Claims Unit
 - o Financial Recovery Unit

- Ensure that sufficient staff is available for 24-hour schedule, or as required.
- Meet with the Logistics Section Chief and review financial and administrative support requirements and procedures; determine the level of purchasing authority to be delegated to Logistics Sections, based on the City Charter and Emergency Ordinance.
- Meet with all Unit Leaders and ensure that responsibilities are clearly understood.
- In conjunction with Unit Leaders, determine the initial Action Planning objectives for the first operational period.
- Notify the Management Section Chief when the Finance/Administration Section is operational.
- Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.

Operational Phase:

- Ensure that Finance/Administration position logs and other necessary files are maintained.
- Ensure that displays associated with the Finance/Administrative Section are current, and that information is posted in a legible and concise manner.
- Participate in all Action Planning meetings.
- Brief all Unit Leaders and ensure they are aware of the EOC objectives as defined in the Action Plan.
- Keep the Management Section Chief aware of the current fiscal situation and other related matters, on an on-going basis.
- Ensure that the Recovery Unit maintains all financial records throughout the event or disaster.
- Ensure that the Time Keeping Unit tracks and records all agency staff time.
- In coordination with the Logistics Section, ensure that the Purchasing Unit processes purchase orders and develops contracts in a timely manner.
- Ensure that the Time-Keeping Unit processes all time sheets and travel expense claims promptly.
- Ensure that the Finance/Administration Section provides administrative support to other EOC Sections as required.

- Ensure that all recovery documentation is accurately maintained by the Recovery Unit during the response, and submitted on the appropriate forms to Federal Emergency Management Agency (FEMA) and/or the Governor's Office of Emergency Services.

Demobilization Phase:

- Follow the generic Demobilization Phase Checklist.

Claims Unit Leader – Finance Section

****** Read This Entire Position Checklist Before Taking Action ******

Responsibilities:

1. Oversee the investigation of property/equipment damage claims involving the City, arising out of the event or disaster.
2. Complete all forms required.
3. Maintain a file of property/equipment damage claims associated with the event or disaster, which includes results of investigations.
4. Supervise the Claims Unit.

Activation Phase:

- Follow the generic Activation Phase Checklist.

Operational Phase:

- Establish and maintain a position log and other necessary files.
- Maintain a chronological log of property/equipment damage reported during the event or disaster.
- Investigate all property/equipment damage claims as soon as possible.
- Prepare appropriate forms for all property/equipment damage claims.
- Coordinate with the Safety Officer regarding the mitigation of hazards.
- Keep the Finance/Administration Chief informed of significant issues affecting the Compensation and Claims Unit.
- Forward all equipment or property damage claims to the Recovery Unit.

Demobilization Phase:

- Follow the generic Demobilization Phase Checklist.

Financial Recovery Unit Leader

****** Read This Entire Position Checklist Before Taking Action ******

Responsibilities:

1. Collect and maintain documentation of all disaster information for reimbursement from the Federal Emergency Management Agency (FEMA) and/or the Governor's Office of Emergency Services.
2. Coordinate recovery with disaster assistance agencies.
3. Prepare and maintain a cumulative cost report for the event or disaster.
4. Supervise the Unit and Financial Recovery Operations.

Activation Phase:

- Follow the generic Activation Phase Checklist.

Operational Phase:

- Establish and maintain position log and other necessary files.
- In conjunction with Budget Office, compute costs for use of equipment owned, rented, or donated or obtained through mutual aid.
- Obtain information from the Resources Status Unit regarding equipment use time.
- Ensure that the Finance Office establishes a disaster accounting system to include an exclusive cost code for disaster response.
- Ensure that each section is collecting cost recovery documentation daily at the end of each shift.
- Meet with the Documentation Unit Leader and review EOC Position logs, journals, all status reports and Action Plans to determine additional cost recovery items that may have been overlooked.
- Act as the liaison for the City of San Jose EOC, with the county and other disaster assistance agencies, to coordinate the cost recovery process.
- Prepare all required state and federal documentation as necessary to recover all allowable disaster response and recovery costs.

- Contact and assist Incident Commanders and obtain their cumulative cost totals for the event or disaster, on a daily basis.
- Prepare and maintain a cost report for the Finance/Administration Chief, EOC Director, and City Council. The report should provide cumulative analyses, summaries, and total disaster/event related expenditure for the City.
- Organize and prepare records for final audit.
- Assist the EOC Coordinator and Planning/Intelligence Section with preparation of the After-Action Report.

Demobilization Phase:

- Follow the generic Demobilization Phase Checklist.

Time Keeping Unit Leader

****** Read This Entire Position Checklist Before Taking Action ******

Responsibilities:

1. Track, record, and report all on-duty time for personnel working during the event or disaster.
2. Ensure that personnel time records, travel expense claims and other related forms are prepared and submitted to City budget and payroll office.
3. Supervise the time keeping unit.

Activation Phase:

- Follow the generic Activation Phase Checklist.

Operational Phase:

- Establish and maintain position logs and other necessary files.
- Initiate, gather, or update time reports from all personnel, including volunteers assigned to each shift; ensure that time records are accurate and prepared in compliance with City policy.
- Obtain complete personnel rosters from the Personnel Unit. Rosters must include all EOC personnel as well as personnel assigned to the field level.
- Provide instructions for all supervisors to ensure that time sheets and travel expense claims are completed properly and signed by each employee prior to submitting them.
- Establish a file for each employee or volunteer within the first operational period to maintain a fiscal record for as long as the employee is assigned to the response.
- Keep the Finance/Administration Section Chief informed of significant issues affecting the Time-Keeping Unit.

Demobilization Phase:

- Follow the generic Demobilization Phase Checklist.

ANNEX F
FLOOD PLAN

ANNEX F – FLOOD PLAN

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CITY OF SAN JOSE FLOOD STANDARD OPERATING PROCEDURE

PART I INTRODUCTION

A. BACKGROUND

The Alviso district and adjacent areas in north San Jose are low-lying lands. Much of this area is below sea level. In 1982 and 1983, as a result of breaks in the levee system flanking the Coyote Creek, heavy prolonged rains and wind-driven high tides, there was considerable flooding. The flooding closed all primary and secondary roads servicing the areas trapping some residents, interrupting all utilities, and resulting in heavy losses to both public and private property. Since that time, significant public improvements have been constructed to abate further flooding. Coyote Creek north of Montague Expressway has been improved to contain a 100-year flood, as has Guadalupe River between I-280 and the Bay. High water alarms are tested biannually in March and October. The Santa Clara Valley Water District ALERT Data System, a program of the National Weather Service's River Forecast Center, enables local agencies to monitor storm events with radio reporting field gauges. In the event of a high water warning, Fire Department and Public Works personnel maintain a watch on the levees.*

In 1995 two storm systems generated precipitation of unusual duration, resulting in localized flooding in scattered areas of San Jose. In 1997 a series of storms over several weeks filled the reservoirs to overflowing and saturated the watershed. Additional precipitation caused the Coyote Creek to rise, damaging property in two neighborhoods. High water flows in creeks and the Guadalupe River blocked the storm drains and caused precipitation to be impounded in several low-lying areas. In 1998 prolonged periods of rain lead to localized flooding and landslides.

San Jose participates in the National Flood Insurance Program, and takes remedial actions to obtain low flood insurance rates for property owners. In 1999 San Jose was awarded a certificate of Class 8 rating.

*Fire Department may not have resources to do this if call volume is high.

The Santa Clara Valley Water District, the flood control agency for San Jose, is working with the Army Corps of Engineers and locally elected officials to obtain federal funding to complete the designed flood control measures for the valley.

B. PURPOSE

This plan has been developed to provide the basis for government and the private sector to coordinate and interrelate during flooding in San Jose to save life and protect property.

C. SCOPE

This plan addresses flooding due to rain, tidal flooding, overtopping of levees or failure of those levees protecting developed areas in north San Jose/Alviso, or overtopping of creeks anywhere in the City; or localized flooding due to storm drain capacity problems.

This plan is intended to supplement the City of San Jose Emergency Operations Plan. It addresses those elements of the emergency organization which would have specific emphasis during a flood emergency.

This plan is intended as a guide; it can be modified, as necessary, to cope with unforeseen conditions and events.

PRIMARY & SUPPORTING AGENCIES	FLOOD RESPONSE FUNCTIONS										
	Management Section Chief	Emergency Public Info	Flood Advisory	Fire/Rescue	Operation Chief	Law Enforcement - Traffic Control	Care & Shelter	Construction Engineering	Planning Intelligence	Logistics	IT/Telecomm
P = Primary S = Supporting											
City Manager	P	P	S								
Airport		S					S				
Convention Arts and Entertainment		S					S				
Employee Services		S	S				S				
Environmental Services		S						S	S	S	
Fire		S	S	P	P			S	S	S	S
General Services							S		S	P	
Information Technology			S								P
Parks, Recreation and Neighborhood Services		S					P				
Planning, Building and Code Enforcement									P		
Police		S	S	S	S	P				S	S
Public Works		S	P	S	S	S		P	S		
Transportation			S	S		S		S	S	S	S
American Red Cross							S				
National Weather Service			S						S		
Neighborhood Associations/Mobile Home Parks			S								
News Media		S	S								
RACES			S						S		S
Private Sector								S			S
Santa Clara Valley Water District		S	S					S	S	S	
San Jose Prepared!				S							S
San Jose Search & Rescue			S	S							
Santa Clara County Health Department						S	S				
School Districts						S	S				

PART II

FLOOD STANDARD OPERATING PROCEDURE

A. MANAGING FLOOD OPERATIONS

This gives a general plan of emergency response operations for flooding or the threat of flooding. The principal emergency functions needed are Management, Emergency Public Information, Operations Chief, Communications, Fire & Rescue, Law Enforcement & Traffic Control, Care & Shelter, Construction & Engineering (Flood Fighting), Planning (Damage Assessment, Situation Analysis, and Recovery), and Logistics (Procurement). These functions are described as they relate to flooding or the threat of flooding. Figure 1 lists the responsible and supporting elements of government and the private sector and shows their relationships to the flood-related emergency response functions.

Material following Figure 1 describes each of the functions as they relate to a flood emergency. These sections also provide a structure for organizing attachments which provide detailed information such as Standing Operating Procedures (SOPs) and site-specific data. SOPs and attachments have been prepared and are maintained by the responsible and supporting departments.

1. Management

a. Purpose

The City Manager is the Director of Emergency Services (DES) and, as such, controls and directs the efforts of the emergency organization.

b. Organization

The emergency organization will be mobilized as necessary to respond to the threat of flood or to a flood emergency.

c. Mayor and City Council involvement

As the wet weather season approaches, the City Manager/DES will report to the Mayor and City Council any significant situational changes in infrastructure, available resources, or other aspects of flood preparedness that have occurred since the previous flood season or event. The Emergency Notification Procedure will be communicated to the Mayor and City Council offices to ensure that they know what to expect in the event of a flood emergency.

2. Public Information

a. Purpose

The purpose of the Public Information function is to ensure community awareness of flood threats and recovery procedures by providing official news releases to the news media and via direct communication to the public, under the direction of the Assistant Management Section Chief.

Recognizing the community's need for reassurance, as well as information about response and recovery during and after emergencies, the Mayor and affected Councilmembers will be involved during media briefings, community meetings, and other emergency public information activities, as appropriate.

b. Organization - Responsible and Supporting Agencies

Responsible Agency: City Manager's Office

Supporting Agencies: Public Works
Police Department
Fire Department
Parks, Recreation & Neighborhood Services
Conventions, Arts & Entertainment
Environmental Services
Employee Services
Airport
SCVWD
News Media

c. Operational Phases and Plan Activation

1) Preparedness Phase Actions

The Public Information Officer (PIO) will develop or revise sample text for news releases and for alert and evacuation leaflets. Leaflets should be in appropriate community languages. The PIO should be prepared to disseminate to San Jose residents literature on how to prepare for a flood and/or what items they should take with them when evacuating. The PIO will revise the listing of news media contacts and state and federal counterparts as appropriate.

The City Volunteer Coordinator will develop lists of bilingual City personnel available to assist in translating news releases, and alert and evacuation leaflets, and in staffing phone lines and assistance centers.

Public Works/Transportation Departments will provide periodic status reports to the Director of Emergency Preparedness who will coordinate a memo to Mayor, City Council and Senior Staff with a seasonal update.

2) Increased Readiness Phase Actions

When the MSC designates a state of local increased readiness, the PIO will provide news media with releases advising them of conditions as they change.

The PIO will work with broadcasters to provide public information broadcasting service.

The PIO will assist with 277-4000 to provide information to the public and will prepare messages for dissemination. The PIO will publicize the telephone number.

The OES staff or appropriate bilingual City staff will translate and record the PIO's messages to provide pertinent information to the public via 277-4000.

3) Flood Emergency Phase Actions

The PIO will keep the public informed of developing conditions and of prudent actions to take via the news media and 277-4000 messages.

The PIO will utilize the full capabilities of the news media to the maximum extent appropriate for broadcasting timely flood advisories to the public.

4) Recovery Phase Actions

The PIO will inform the public of Disaster Assistance Centers (DACs) and other available recovery assistance by news releases, interviews with officials, and 277-4000 recordings or operators. The PIO will provide the media and public with all necessary follow-up information related to damage assessments (public and private) and to returning the community to normal conditions. The PIO will coordinate with state and federal counterparts.

3. Flood Advisories

a. Purpose

The purpose of the flood advisory function is to provide timely information to flood prone areas of the community regarding potential time frames for potential impacts.

b. Organization - Responsible and Supporting Agencies

Responsible Agency: Public Works

Supporting Agencies:	City Manager	News Media
	Police Department	Mobile Home Park Managers
	Fire Department	SCVWD
	Department of Transportation	National Weather Service
	Employee Services	
	Information Technology	
	RACES	
	San Jose Search & Rescue	
	Neighborhood Associations	

c. Operational Phases and Plan Activation

The Assistant MSC is in charge of all messages released to the public and the media, and as such must approve all warning notices and press releases.

The Police and Fire Chiefs are responsible for neighborhood notification, based on direction of the MSC, and information provided by the Director of Public Works (DPW), the Santa Clara Valley Water District (SCVWD), and the National Weather Service (NWS).

Upon receiving advisory, watch, warning or alert messages, neighborhood associations and mobile home park managers will then execute any flood warning plans.

The Public Information Officer (PIO) is responsible for communicating city-specific flood related news releases to the news media.

1) Preparedness Phase Actions

The Office of Emergency Services revises City key personnel alerting lists on an ongoing basis.

Police and Fire Departments will update Alviso area alerting lists (See Attachment 2) and remind all those listed that now is an opportunity to revise or develop their flood warning procedures. Copies of the revised alerting lists will be forwarded to OES by October 1.

2) Increased Readiness Phase Actions

The PIO will assure that the PIO Branch is prepared to issue flood-related media releases and community advisories, watches, warnings or alerts.

3) Flood Emergency Phase Actions

The MSC may declare a State of Local Emergency due to flood. The MSC will keep the Mayor and City Council informed of significant actions taken.

The Director of Public Works (DPW) will establish the geographical scope for flood advisories based on information obtained from the NWS and SCVWD. The PIO will manage and coordinate its issuance. The DPW will activate appropriate supporting agencies. The Assistant MSC will approve press releases, handbills, 277-4000 messages, and official statements prepared by the PIO.

The Fire Communications Supervisor will, as directed, notify and/or call back City staff.

The PIO will provide written flood advisories in the format directed and approved by the Assistant MSC. The PIO will set up media conferences as directed. The PIO will prepare for approval media releases, handbills, 277-HELP messages in appropriate languages. The PIO will publicize the 277-HELP activation. At the direction of the ASST MSC, the PIO will use all appropriate media contact points to enhance community awareness of potential flooding impacts.

The Police Department will direct and coordinate field-warning activities when directed by the MSC or in support of an evacuation order. The Police Department will provide warning by vehicle-mounted public address speakers or sirens, as possible. The Fire Department (including Fire Explorers and San Jose SAR volunteers) will provide support to Police field-warning activities, if personnel is available. San Jose *Prepared!* will provide support to Police field-warning activities where available.

If Alviso is determined to be at risk for flooding, the Police Department Communication staff will provide telephone notification of flood warning to key facilities, unique institutions, mobile home parks, and neighborhood associations (See Attachment 2) as directed by the MSC.

Neighborhood associations and mobile home park managers who have agreed to coordinate in providing flood advisories, after notification, may issue flood warnings as described in their plans.

City departments with responsibilities for flood advisories will keep the Assistant MSC apprised of any problems in promulgating flood advisories as they arise and inform him/her immediately when assigned tasks are completed. The Assistant MSC will keep the MSC informed (periodically or as directed) of the status of flood advisory operations.

The MSC will inform the State OES, Coastal Region (via the Operational Area), of the situation/status during EOC activations.

B. OPERATIONS SECTION

1. Operations Chief

a. Purpose

The role of the Operations Chief is to provide centralized control and coordination of emergency operations.

b. Organization

The Fire Chief is the Operations Chief. The Emergency Operations Center will be staffed in accordance with the City Emergency Operations Plan.

c. Operational Phases and Plan Activation

The four operational phases are Preparedness Phase, Increased Readiness Phase, Flood Emergency Phase, and Recovery Phase.

1) Preparedness Phase. This phase includes "readiness actions" such as reviewing plans, revising alert lists, and checking equipment and supplies. This phase also includes starting the annual periodic situation appraisal and reporting of hydrologic conditions.

a) By September 15 of each year:

- The Office of Emergency Services will annually conduct a review of the emergency organization to assure that it is current; and
- Each responsible department will review its flood plan and attachments.

b) By October 1, each responsible department will have completed the following actions:

- Inventory supplies and equipment, and initiate action to achieve readiness;
- Review flood plan and attachments and revise as appropriate;
- Forward revisions to the Office of Emergency Services (OES).
- Update emergency telephone numbers for vendors of critical resources.

c) By October 15, OES shall have taken the following actions:

- Incorporate department revisions into the flood plan.

- d) By November 1, OES shall have published the revisions to the flood plan and distributed them to the Senior and Executive Staff as appropriate (those responsible for an emergency function).
- 2) Increased Readiness Phase. Actions to be taken as the probability of flooding appears likely to the City Manager/Management Section Chief (MSC).

- a) Increased Readiness Phase Actions

The Increased Readiness Phase is designated by the MSC. He/she may establish a state of local increased flood readiness based on recommendation of the Public Works staff. Scheduled monitoring of weather and river conditions and forecasts will provide the signal for such recommendation, but unforeseen events can also provide the signal.

Once the MSC establishes a state of local increased readiness, all City emergency functions will begin executing the Increased Readiness Phase actions of their plans.

The Director of Emergency Preparedness (DEP) will inform the State of California OES, Coastal Region, via the Operational Area, when an Increased Readiness Phase (or any other phase) has begun. The MSC will ready the EOC for rapid activation.

- b) Stepping Up the Level of Increased Readiness

The MSC may step up the level of readiness when the Public Works staff advises him/her of a high likelihood of flooding or when the MSC has other reasons to develop a higher degree of readiness. This step-up in readiness may include activating and staffing the EOC and accelerating increased readiness actions.

- c) Spontaneous and Voluntary Evacuation

If spontaneous evacuation occurs, the MSC may provide support by City-directed resources.

The MSC has the option to advise voluntary evacuation of an area near an active flood, even if the area is not expected to become a life or health hazard. Residents of the area shall be given support by City-directed resources. This type of area is defined as a "flood area."

- 3) Flood Emergency Phase. Actions taken during the Emergency.

- a) Flood Emergency Phase Actions

The Flood Emergency Phase is designated by the MSC.

The MSC may direct the Police Chief to issue a voluntary evacuation advisory, or advise him to order the evacuation of an area that is, or is expected to become, a life or health hazard through direct effects or indirect

effects (such as loss of vital utilities) of a flood. This type of area is defined as an "evacuation area."

b) Evacuation of Residents

The MSC shall direct the Chief of Police to order an evacuation only after declaring a State of Local Emergency due to flood. The authority for ordering an evacuation is in Government Code 38791 (See Attachment 1).

Once the MSC declares a State of Local Emergency due to flood, all directors of departments with emergency functions will begin executing the Flood Emergency Phase Actions of their plans.

4) Recovery Phase. Actions to be taken following the emergency.

- a) All City department directors and chiefs will prepare after-action reports for the MSC.
- b) Individual disaster recovery assistance may be offered by the Federal Emergency Management Agency (FEMA). These may include Disaster Application Centers (DACs) established by the Federal Emergency Management Agency (FEMA) and the State of California OES to assist citizens with recovery activities. The City of San Jose will provide logistical support to the DACs. The type and degree of City staffing and support will depend upon the needs of the citizens and the direction of FEMA and State OES.
- c) At the termination of the local emergency, the MSC will appoint a designated representative for Public Assistance and a designated representative for Individual Assistance.
- d) Within 10 days all department directors will provide material for FEMA Schedule B claims to the City's designated representative for Public Assistance.
- e) All departments will continue all actions needed to return the community to pre-flood functioning.
- f) Public Works will coordinate with Risk Management and General Services to assure that the City maintains adequate flood insurance for all damaged buildings.
- g) All departments will cooperate with the designated representative for Public Assistance to assure that all City claims are properly filed to maximize reimbursement from FEMA and State OES.
- h) MSC will support FEMA and State OES in opening Disaster Application Centers (DACs), if needed, or work with the PIO and news media to publicize alternate methods of getting help through the Individual Assistance programs.

a. Purpose

The purpose of the Fire and Rescue function is to provide rescue to persons who are trapped in a flooded area.

b. Organization - Responsible and Supporting Agencies

Responsible Agency: Fire Department

Supporting Agencies: Police Department
Department of Transportation
San Jose *Prepared!*
San Jose Search & Rescue (SAR)
Public Works Department

c. Operational Phases and Plan Activation

1) Preparedness Phase Actions

The Fire Department inventories rescue equipment as a matter of routine activity. Resource lists of boats and amphibious vehicles will be checked and revised as necessary.

2) Increased Readiness Phase

The Fire Department will mobilize boats and amphibious vehicles as appropriate. Attachment 5 lists flood rescue boats and similar resources.

3) Flood Emergency Phase Actions

The Fire Department will provide rescue to persons in inundated areas to the maximum extent possible, considering personnel safety. The Fire Department will utilize supporting agencies, as appropriate.

The Public Works Department and Transportation Department will provide available engineering support as necessary and will call upon the private sector when applicable.

3. Law Enforcement and Traffic Control (evacuation)

a. Purpose

The purpose of the Law Enforcement and Traffic Control function is to provide flood-related traffic control, to manage evacuation operations, and to maintain law and order during evacuation operations and in evacuated areas (see Attachment 6).

b. Organization - Responsible and Supporting Agencies

Responsible Agency: Police Department

Supporting Agencies: Department of Transportation
Public Works Department

c. Operational Phases and Plan Activation

1) Preparedness Phase Actions

The Police Department will review its flood emergency plans, including evacuation routes and traffic control points, and revise them as necessary. The Police Mobile Command Post and mobile radio station/DUI vehicle should be inspected for readiness.

2) Increased Readiness Phase Actions

The Police Department will prepare to activate the Traffic Control Plan (Attachment 6, Section V).

3) Flood Emergency Phase Actions

The Police Chief is responsible for all evacuation functions. In the event evacuation operations are required, s/he reports directly to the Operations Chief. The Operations Chief will keep the PIO and Situation Analysis staff informed of street closures and traffic routings.

The Police Department, coordinating with Transportation for personnel and barricades, will activate the Traffic Control Plan (Attachment 6, Sections V-VI).

The Police Department will control the operations of privately owned boats and vehicles in flooded areas (See Attachment 6, Section II).

The Police Department will allow no unauthorized persons to enter or return to a flooded or sealed off area without permission of the Police field commander (See Attachment 6, Section I).

The Police Department will establish a Mobile Command Post close to the flooded area if necessary or as directed by the Operations Chief.

At the order of the Police Chief, the Logistics Section Chief will arrange evacuee transportation by bus from Assembly Points to Congregate Care Centers coordinating with the Santa Clara Valley Transportation Authority. The Police Department will provide support and escort service as necessary. (See Attachment 7 - Assembly Points, and Attachment 8 - Congregate Care Centers.)

4. Medical Operations

This is a County function. A Medical Liaison position may be activated by the Operations Chief.

5. Medical Examiner/Coroner

This is a County function. A Coroner Liaison may be activated by the Operations Chief.

6. Public Health

This is a County function. A Public Health Liaison may be activated by the Logistics Chief.

7. Care And Shelter

a. Purpose

The purpose of the Care and Shelter function is to provide congregate care and shelter for San Jose residents affected by potential or actual flooding.

b. Organization - Responsible and Supporting Agencies

Responsible Agency: Parks, Recreation & Neighborhood Services

Supporting Agencies: American Red Cross (Federal Mandate)
Conventions, Arts & Entertainment
General Services Department
School Districts
Santa Clara County, Department of Health
Employee Services Department
Airport

c. Operational Phases and Plan Activation

1) Preparedness Phase Actions

The Care and Shelter Branch Director (CSBD) will review shelter plans and alert lists, establish liaison with supporting agencies to review agreements and confirm facility availability (See Attachment 8, Congregate Care Centers).

2) Increased Readiness Phase Actions

The CSBD will advise his/her staff and supporting agency liaisons of the

situation, including potential need for congregate care facilities. S/he will provide his/her staff with shelter management refresher training. S/he will establish communications and coordinate all activity with the liaison appointed by the American Red Cross, Santa Clara Valley Chapter. S/he will alert the Damage Assessment Branch of anticipated manpower needs for structural inspection and health support activities.

3) Flood Emergency Phase Actions

The CSBD will alert and mobilize staff and supporting agencies as necessary. S/he will open congregate care centers and/or shelters in accordance with the agreement with the American Red Cross as directed by the Operations Chief. S/he may request manpower support, if necessary, from the Personnel Unit, including bilingual staff and extra staffing.

The CSBD shall request sanitation, health and/or facility inspections and support from Public Health Liaison.

The CSBD shall request the PIO to create announcements and/or informational pamphlets that would benefit evacuees requiring shelter.

4) Recovery Phase Actions

The CSBD will assist the American Red Cross in closing congregate care centers and/or shelters.

8. Construction and Engineering (Flood Fighting)

a. Purpose

The purpose of the Construction & Engineering (Flood Fighting) function is to plan, direct, and provide flood fighting.

b. Organization - Responsible and Supporting Agencies

Responsible Agency: Public Works Department

Supporting Agencies: Department of Transportation
Private Sector
Independent Contractors
Fire Department
Environmental Services
SCVWD

c. Operational Phases and Plan Activation

1) Preparedness Phase Actions

- a) The Director of Transportation will inventory the sand stockpile and sandbags and replenish if necessary.
- b) Public Works will coordinate with SCVWD regarding flood control improvements recently made.
- c) Public Works will review with SCVWD areas of potential flooding that are still of concern and make appropriate response plans.
- d) Public Works will begin monitoring the status of the reservoirs and the tides and continue during the entire rainy season.

2) Increased Readiness Phase Actions

The Directors of Public Works and Transportation will coordinate regarding potential need for sandbagging. Transportation personnel will fill sandbags in anticipation of needs. Sandbags will be loaded onto trucks in anticipation of immediate and clearly identified needs. City staff will coordinate with SCVWD regarding their placement of sandbag caches in the community.

3) Flood Emergency Phase Actions

- a) The Director of Transportation will implement his/her Alert and Mobilization Plan and implement general flood-fighting operations until a specific plan is developed.
- b) The Director of Public Works will activate the department plan to evacuate water caught behind outboard levees.
- c) The Personnel Unit Leader will coordinate the registration of volunteer forces, individuals, and groups and assist in their allocation and assignment.

4) Recovery Phase Actions

The Director of Transportation will have sandbags removed from public property and restore areas.

C. PLANNING/INTELLIGENCE SECTION

1. Situation Analysis

a. Purpose

The purpose of Situation Analysis is to use information from Public Works, NSW and SCVWD to determine if a flood is impending, and to forecast the time of its occurrence and magnitude as a basis for recommendations to the MSC. Public Works engineering staff will be key members of the team. Fire Department companies conducting water level reconnaissance will provide timely local information.

b. Organization - Responsible and Supporting Agencies

Responsible Agency: Department of Planning, Building and Code Enforcement

Supporting Agencies: Department of Public Works
Department of Transportation
Fire Department
General Services Department
Environmental Services Department, WPCP
Santa Clara Valley Water District (SCVWD)
National Weather Service (NWS)
RACES

c. Operational Phases and Plan Activation

1) Preparedness Phase Actions

The Director of Public Works will obtain inspection and/or status reports from owners of dams and levees protecting San Jose.

During rainy periods the Director of Public Works will request the Santa Clara Valley Water District (SCVWD) to inform him/her of current and expected hydrologic conditions which could lead to flood events.

2) Increased Readiness Phase Actions

High Water Alarms are installed on Guadalupe River and Coyote River bridge piers and at Hillsdale Avenue and River Street at St. John. Attachment 3 gives the procedure for reporting when these alarms sound.

The Director of Public Works will utilize high water reports along with reports from Santa Clara Valley Water District (SCVWD), National Weather Service (NWS), and City field staff. When the Situation Analysis of hydrologic data indicates a high likelihood of flooding in San Jose, the Director of Public Works will immediately inform the DEP with a status report and a recommendation for action. The DEP will contact the MSC for permission to open the EOC. The Director of Public Works will also inform Police, Fire, Transportation, General Services, and any other support department. OES may relay the report via the

Operational Area to the State OES, Coastal Region office, when appropriate.

3) Flood Emergency Phase Actions

- a) When flooding is imminent or evident, the Director of Public Works will conduct an investigation and analysis to identify the sources and flow rates of floodwaters and shall report the results promptly to the MSC with recommendations for action.
- b) The MSC may declare a State of Local Emergency due to flood.
- c) The Recovery Branch Director evaluates the need for debris removal from public and private property, and begins working with City departments and the Logistics Section to organize staffing, rollout bins, and equipment.
- d) The Plans Chief evaluates the need for temporary housing and coordinates with Care and Shelter Section and Housing Department.
- e) The Plans Chief evaluates the need for utility repairs and coordinates with Construction & Engineering through the Utility Unit.
- f) The Plans Chief evaluates the need for repairs to major public facilities and coordinates with Construction & Engineering.
- g) The Recovery Branch Director reviews the disaster damage assessment information and takes any steps that will hasten community recovery.

4) Recovery Phase Actions

The Department of Planning, Building & Code Enforcement (PB&CE) will develop an abbreviated inspection and permitting process when appropriate to the disaster, and provide assistance to residents needing disaster-recovery work. PB&CE may request the City Council to reduce or waive fees, where appropriate.

D. LOGISTICS SECTION

1. Logistics Chief

a. Purpose

The purpose of the Logistics function is to plan, direct, and provide logistical support to the emergency response and recovery operations.

b. Organization – Responsible and Supporting Agencies

Responsible Agency: General Services

Supporting Agencies: Police Department
Fire Department
Department of Transportation
Environmental Services Department
SCVWD

c. Operational Phases and Plan Activation

1) Preparedness Phase Action

- a) The Director of General Services will inventory emergency response equipment in City stocks and coordinate with user departments to be sure supplies are adequate.
- b) The Director of General Services will update emergency telephone numbers of vendors of critical resources.

2) Increased Readiness Phase Action

The Director of General Services will confirm the adequacy of stockpile supplies with user departments.

3) Flood Emergency Phase Action

The Director of General Services will respond to the EOC as required, and mobilize departmental personnel according to the GSA procedure, in support of the Logistics Section.

4) Recovery Phase Actions

- a) The Director of General Services will coordinate with other departments to restock depleted supplies.
- b) The Director of General Services will assist the designated representative for Public Assistance to ensure that appropriate documentation is provided for reimbursement by FEMA and State OES.

2. IT/Telecommunications

a. Purpose

The purpose of the IT/Telecommunications function is to ensure that adequate radio telecommunications, computer and network resources are available during a flood.

b. Organization - Responsible and Supporting Agencies

Responsible Agency: Information Technology/Fire Communications

Supporting Agencies: Police Communications
Department of Transportation
RACES
San Jose Search & Rescue
Southern Bell Company
AT&T Wireless

c. Operational Phases and Plan Activation

1) Preparedness Phase Action

Emergency communications equipment which is not in day-to-day use will be checked monthly from October through March.

The Office of Emergency Services (OES) staff will check telephones and radios at the EOC and report any problems to Systems Control.

Emergency telephones and radios not located in the EOC will be tested by the responsible department. Inoperable equipment will be repaired and returned to service as soon as possible.

2) Flood Emergency Phase Action

The on-duty Fire and/or Police Communications Shift supervisor will confer with the Fire and/or Police Incident Commander, or on-call Communications Management staff regarding EOC activation. The Communications Shift supervisor will contact the DEP, if necessary, regarding the level of EOC activation.

The on-duty Fire and Police Communications supervisor will coordinate activation of the EOC at the appropriate level.

Communications resources to be considered, regardless of the level of EOC activation, include:

- Open the Department of Transportation Dispatch Center
- San Jose RACES
- San Jose Search & Rescue Communications Van
- Police Mobile Command Post and/or Mobile Radio Station/DUI vehicle
- Fire command Post Support Vehicle
- IT Communications Manager:

- ✓ Will distribute communications equipment (pagers, radios, cellular phones) if required and if available.
- ✓ Will contact Southern Bell liaison, if required.

The DEP will coordinate with the PIO to script and record an appropriate message on 277-HELP, in appropriate languages. At the direction of the MSC, 277-HELP may become a staffed answering point, using City staff from the Neighborhood Development Center and/or Police Communications. The operators will respond to public inquiries. Requests to the Public Information Officer (PIO) for information from the news media will be forwarded appropriately, and their media line may be activated and publicized.

E FINANCE SECTION

1. Finance Section Chief is the Director of Finance.

a. Purpose

The role of the Finance Section Chief is to ensure that all flood-related expenses are accounted for, and that federal and state reimbursement is obtained.

b. Organization

Finance representation may be provided in person or electronically.

2. Operational Phases and Plan Activation

a. Preparedness Phase

- 1) By October 1 of each year Finance will review and update the reimbursement manual to ensure compliance with federal and state reimbursement guidelines.
- 2) By October 15 a new/revised manual will be prepared, if needed. One copy will be provided to each EOC Section Chief and the MSC.
- 3) By October 15 Risk Management will review all flood insurance policies for City-owned buildings previously damaged by floods and ensure that the policies meet minimum FEMA standards for coverage.

b. Flood Emergency Phase

- 1) Support EOC operation as outlined in City Emergency Operations Plan (EOP)
- 2) Appoint an individual to serve as the point of contact for financial tracking.

c. Recovery Phase

- 1) Coordinate all financial recovery from FEMA and state with the designated representatives for Public Assistance for Individual Assistance.
- 2) Assist the designated representatives with all paperwork and form filing for reimbursement to the City of San Jose.
- 3) Risk Management will acquire flood insurance policies for all damaged City-owned buildings.

KEY FACILITIES

**ALVISO AREA BUSINESSES
SPECIAL SECURITY PRECAUTIONS**

FAMILY HEALTH FOUNDATION OF ALVISO, INC.

1621 Gold Street
(408) 262-7944

This Center has a large amount of medical and office equipment.

- Chief Executive Officer - Ignacio Perez, x3906
- General Services (Security) - Ignacio Perez, x3906
- Clinic Coordinator - Linda Shrum X3927

MARINA MARKET

Vavir Sangha (Owner)
1269 State Street
Alviso, CA 95002
(408) 262-8931

ALVISO BOAT DOCK (General Store)

Robert & Norma Perkins (Owners)
1160 Taylor Street
Alviso, CA 95002
(408) 262-3885

VAHL'S RESTAURANT

1513 El Dorado Street
Alviso, CA 95002
(408) 262-0731

FACILITIES/UNIQUE INSTITUTIONS IN ALVISO AREA	PHONE #	MAP GRIDS #
FIRE STATION #25 1590 Gold Street Alviso	277-4625	29-81
WATER POLLUTION CONTROL PLANT 700 Los Esteros Road San Jose, CA 95134	945-5300	
FAMILY HEALTH FOUNDATION OF ALVISO 1621 Gold Street Alviso, CA 95002	262-7944	29-81
SANTA CLARA UNIFIED SCHOOL DISTRICT 1889 Lawrence Road Santa Clara 408) 983-2000	Andy Wirt, Facilities Work: 423-2057 Pager: 381-0726 Home: 978-1874	
GEORGE I MAYNE ELEMENTARY SCHOOL 1490 Taylor Street Alviso, CA 95002 408) 262-3600	Andy Wirt, Facilities Work: 423-2057 Pager: 381-0726 Home: 978-1874	30-80
AGNEWS DEVELOPMENT CENTER 3500 Zanker Road San Jose, CA 95134	451-6000	32-76
MOBILE HOME PARKS Lamplighter 4201 North First Street San Jose, CA 95134 San Jose Mobile Home Park 1 - 4 295 Nicholson Lane Oak Crest Estates 4271 North First Street Summerset Mobile Estates 2052 Gold Street Alviso, CA 95002	321-9331 432-7440 321-9499 946-1990	31-79 33-79 31-79 30-80

MOBIL HOME PARK MANAGEMENT

MOBIL HOME PARKS	CONTACTS	EMERGENCY NUMBERS	MAP GRIDS
CALIFORNIA REAL ESTATE MANAGEMENT GROUP 1777 Saratoga Avenue #210 San Jose, CA 379-9335	Grace Martino, Executive Vice President	255-9660	27-61
GOLDEN WHEEL 1450 Oakland Road San Jose, CA 95112 453-3575	Manager Brian and Mary Hesselbach	453-3575	39-73
LAMPLIGHTER MOBILE HOME 4201 North First Street San Jose, CA 95134 Office: 321-9331 Fax: 321-9339	Park Manager Diana Hauck, Marie Veliz Assistant Manager Valeri Matamoros Maintenance Frank Paz	Pager: 679-4687 Marie: 433-9847	31-80
OAK CREST ESTATES 4271 North First Street San Jose, CA 95134 321-9499 321-9344 (fax)	Manager Tom & Lee Kalich	24-Hour: 321-9499	31-80
RIVERBEND FAMILY PARK 1358 Oakland Road San Jose, CA 95112 453-5666 453-5626) Fax)	Manager Betty Engles Maintenance: Douglas Allison	24-Hour: 453-5666	39-73
SOUTH BAY MOBILE HOME PARK 1350 Oakland Road San Jose, CA 95112 453-8131	Manager Genevieve Lozano	24-Hour: 453-8131	39-73

MOBIL HOME PARKS	CONTACTS	EMERGENCY NUMBERS	MAP GRIDS
SUMMERSET MOBILE ESTATES 2052 Gold Street Alviso, CA 95002 946-1990 946-4072 (Fax)	Resident Manager: Jeff Holder Space 19	Office: 946-1990 Home: 262-4217 (unlisted)	28-80
TRAILER TEL 1212 Oakland Road San Jose, CA 95112 453-3535 453-5331	Resident Manager: John Ashabran	24-Hour: 453-3535	39-72
VILLAGE OF THE FOUR SEASONS FAMILY MOBILE HOME PARK 200 Ford Road San Jose, CA 95138 225-7255 225-8484 (Fax)	Managers Norm and Jan Thompson Space #51	24-Hours: 225-7255 225-4688 (Home)	50-55
WEST WIND MOBILE HOME PARK 500 Nicholson Lane San Jose, CA 95134 432-7440 432-1526 (Fax)	Managers: Jesse Luna Lori Perez, Assist.Mgr: 448-6253 Maintenance: 488-4120	24-Hour: 432-7440	39-73

COMMUNICATIONS PROCEDURE

PROCEDURE: GOLD STREET BRIDGE AT GUADALUPE RIVER

DATE: 10/6/2003

NOTE: High water monitor is located at the Gold St. Bridge over the Guadalupe River in Alviso. High water level activates the alarm at Fire Department Systems Control (x4733).

INSTRUCTIONS

1. High water is recorded by the MONITOR at the Gold St. Bridge.
2. The monitor activates the alarm at Systems Control at x4733.

PROCEDURE

1. Fire Communications dispatches a Fire unit to respond to bridge and verify high water.
2. Fire unit notifies Dispatch whether "HIGH WATER CONFIRMED" or "HIGH WATER NEGATIVE."
3. Notify Duty Chiefs, Police Communication Supervisor, to notify the On-Duty Watch Commander and Director, OES.
4. **IF NEGATIVE:** Notify On-Duty General Services Electrician; log time and name.

IF CONFIRMED:

- a. Notify **ONE** of the following PW Staff in the order given and log time and name:
 - 1) Timm Borden Work # - x3236 Home # - 997-2938 Cell # - 219-7829
 - 2) Joe Vafa Work # - x4867 Home # - 255-4468
- b. Notify **ONE** of the following SCVWD Staff in the order given, log time and name:
 - 1) Bob Fields Work # - 265-2607, x2381 Pager # - 787-1813
 - 2) Dick Staley Work # - 265-2607, x2336 Pager # - 308-6979
Cellular # - 892-5379
 - 3) County Communications – (408) 299-2501
 - 4) Rinconada Water Treatment Plant, 395-9309
- c. Notify the On-Duty Streets & Parks Supervisor.

COMMUNICATIONS PROCEDURE

**PROCEDURE: GUADALUPE RIVER HIGH WATER - ALARM - HILLSDALE AVENUE
AT OLD ALMADEN**

DATE: 10/6/2003

NOTE: High water monitor is located at the Hillsdale Avenue Bridge over the Guadalupe Road at Old Almaden Road and Hillsdale Avenue. High water level activates the alarm in Fire Department Systems Control (x4733).

INSTRUCTIONS

1. High water is recorded by the MONITOR at the Hillsdale Avenue Bridge.
2. The monitor activates the ALARM at Systems Control at X4733.

PROCEDURE

1. Fire Communications dispatches a Fire unit to respond to bridge and verify high water.
2. Fire unit notifies Dispatch whether "HIGH WATER CONFIRMED" or "HIGH WATER NEGATIVE."
3. Notify Duty Chiefs, Police Communication Supervisor, to notify the On-Duty Watch Commander and Director, OES.
4. **IF NEGATIVE:** Notify On-Duty General Services Electrician; log time and name.

IF CONFIRMED:

- a. Notify **ONE** of the following PW Staff in the order given and log time and name:
 - 1) Timm Borden Work # - x3236 Home # - 997-2938 Cell – 219-7829
 - 2) Joe Vafa Work # - x4867 Home # - 255-4468
- b. Notify **ONE** of the following SCVWD Staff in the order given, log time and name:
 - 1) Bob Fields Work # - 265-2607, x2381 Pager # - 787-1813
 - 2) Dick Staley Work # - 265-2607, x2336 Pager # - 308-6979
Cellular # - 892-5379
 - 3) County Communications – 408) 299-2501
 - 4) Rinconada Water Treatment Plant, 395-9309
- c. Notify the On-Duty Streets & Parks Supervisor.

COMMUNICATIONS PROCEDURE

PROCEDURE: GUADALUPE RIVER HIGH WATER - ALARM - RIVER STREET AND ST. JOHN

DATE: 10/6/2003

NOTE: High water monitor is located at River Street and St. John. High water level activates the alarm in systems control.

INSTRUCTIONS

1. High water is recorded by the MONITOR at the River Street and St. John.
2. The monitor activates the ALARM at Systems Control x4733.

PROCEDURE

1. Fire Communications dispatches a Fire Unit to respond to bridge and verify high water.
2. Fire unit notifies Dispatch whether "HIGH WATER CONFIRMED" or "HIGH WATER NEGATIVE."
3. Notify Duty Chiefs, Police Communication Supervisor, to notify the On-Duty Watch Commander and Director, OES.
4. **IF NEGATIVE:** Notify On-Duty General Services Electrician; log time and name.

IF CONFIRMED:

- a. Notify **ONE** of the following PW Staff in the order given and log time and name:
 - 1) Timm Borden Work # - x3236 # - Home # - 997-2938 Cell# - 219-7829
 - 2) Joe Vafa Work # - x4867 Home # - 255-4468
- b. Notify **ONE** of the following SCVWD Staff in the order given, log time and name:
 - 1) Bob Fields Work # - 265-2607, x2381 Pager # - 787-1813
 - 2) Dick Stayley Work # - 265-2607, x2336 Pager # - 308-6979
Cellular # - 892-5379
 - 3) County Communications – 408) 299-2501
 - 4) Rinconada Water Treatment Plant, 395-9309
- c. Notify the On-Duty Streets & Parks Supervisor.

COMMUNICATIONS PROCEDURE

PROCEDURE: COYOTE CREEK HIGH WATER – ALARM MONTAGUE BRIDGE OVER COYOTE CREEK

DATE: 10/6/2003

NOTE: High water monitor is located at the Gold St. Bridge over the Guadalupe River in Alviso. High water level activates the alarm at Fire Department Systems Control (x4733).

INSTRUCTIONS

1. High water is recorded by the MONITOR at the Gold St. Bridge.
2. The monitor activates the alarm at Systems Control at x4733.

PROCEDURE

1. Fire Communications dispatches a Fire unit to respond to bridge and verify high water.
2. Fire unit notifies Dispatch whether "HIGH WATER CONFIRMED" or "HIGH WATER NEGATIVE."
3. Notify Duty Chiefs, Police Communication Supervisor, to notify the On-Duty Watch Commander and Director, OES.
4. **IF NEGATIVE:** Notify On-Duty General Services Electrician; log time and name.

IF CONFIRMED:

- a. Notify **ONE** of the following PW Staff in the order given and log time and name:
 - 1) Timm Borden Work # - x3236e Home # - 997-2938 Pgr: 819-7928
 - 2) Joe Vafa Work # - x4638 Home # - 255-4468
- b. Notify **ONE** of the following SCVWD Staff in the order given. Log time and name:
 - 1) Bob Fields Work # - 265-2607, x2381 Pager # - 787-1813
 - 2) Dick Staley Work # - 265-2607, x2336 Pager # - 308-6979
Cellular # - 892-5379
 - 3) County Communications – 408) 299-2501
 - 4) Rinconada Water Treatment Plant, 395-9309
- c. Notify the On-Duty Streets & Parks Supervisor.

PIO SAMPLE MESSAGES

**FLOOD DISASTER
HEALTH INSTRUCTIONS FOR RETURNEES**

WATER

Contaminated water can make you very sick.

SAN JOSE CITY WATER

Most of Alviso is on "City" water. This system remained under pressure during the flood and should be safe to use. Run the water from the tap for about five (5) minutes before using.

FOOD

If you eat contaminated food, you can get very sick.

Throw away all the food that is in the refrigerators and freezers and all packaged foods that are submerged. (The City will provide garbage bins for this purpose.)

Do not use any canned food until the labels are removed and the cans have been thoroughly scrubbed with a strong detergent; rinse the cans in a solution of household bleach (one cup to a bucket of water) and allow to air dry before opening. If you can't do this, throw the canned food out.

Do not attempt to save any food or beverage that is in screw top or pop top containers. These containers cannot be sanitized.

CLOTHING

Do not wear or use any submerged clothing or bedding until it has been laundered in hot water or dry cleaned.

EXAMPLE

EL DESASTRE DE INUNDACIÓN

INSTRUCCIONES DE SALUD PARA LAS PERSONAS QUE REGRESAN

AGUA

Agua contaminada le puede hacer daño.

EL AGUA DE LA CIUDAD DE SAN JOSÉ

Casi toda la agua de Alviso es agua de el systema de la "Cuidad." Este sistema mantuvo su presión durante la inundacion, y se puede usar para tomar. Deje correr agua por unos cinco (5) minutos antes de usarla.

COMIDAS

Si usted come comida contaminada se puede enfermar.

Tiré todos los alimentos que estaban en el refrigerador o congeladores y toda la comida de paquete que estuvo sumergida. (La Cuidad tendra botes o tanques de basura para tirar estas comidas contaminadas.)

No use ninguna comida enlatada hasta que la etiqueta alla sido removida y el bota halla sido lavado con un fuerte jabón y enjuagdo con Cloro (una taza de Cloro con cada balde). Deje que el aire seque el bote, antes de abrirlo. Si no puede hacer todo esto tirelo a la basura.

No trate de guardar o usar ninguna clase de alimentos o botellas que tengan tapas de rosca. Con estos botes o botellas no se puede garantizar la limpieza y salubridad.

ROPAS

No lleve ropa que haya sido sumergida, ni ropa de cama hasta que hallan sido lavadas en agua caliente o hallan sido mandado a la tintoreria.

EXAMPLE

WARNING!

IT IS STILL EXTREMELY **DANGEROUS** TO ENTER INTO FLOODED AREAS!

ENTER AT YOUR OWN RISK

SOME OF THE DANGERS ARE:

- LEAKING GAS (DO NOT TURN ON GAS MAINS)
- SNAKES, VERMIN, RODENTS AND SPIDERS
- UNCOVERED MANHOLES
- FLOATING DEBRIS, INCLUDING RAW SEWAGE, SHARP OBJECTS AND OTHER DANGEROUS MATERIALS
- POTENTIAL STRUCTURE DAMAGE
- CONTAMINATED FOOD
- NO AMBULANCE RESPONSE
- OTHER FLOOD RELATED DANGEROUS CONDITIONS

WHILE IN THE AREA:

- **DO NOT** SMOKE OR HAVE AN OPEN FLAME OF ANY KIND
- ENTER **ONLY** YOUR OWN HOME
- **DO NOT** REMAIN IN YOUR HOME AFTER 4:00 P.M. UNLESS OTHERWISE ADVISED BY POLICE OR FIRE DEPARTMENTS

NOTE: NO ELECTRICITY PRESENTLY IN AREA!

EXAMPLE

ADVERTENCIA

ES EXTREMANENTE PELIGROSO ENTRAR A LA AREA DE INUNDACION!

ENTRE A SU PROPIO RIESGO

ALGUNOS DE LOS PELIGROS SON

- ESCAPE DE GAS (NO PONGA EN OPERACION LA LLAVE PRINCIPAL)
- CULEBRAS, INSECTOS PARÁSITOS, RATAS, ROEDORES, Y ARANAS
- ENTRADA DE POSOS SIN CUBIERTA
- BASURA FLOTANDO EN LAS AGUAS, INCLUSIVE DESAGUE O DRENAJE SIN PURIFICACIÓN, Y OTROS MATERIALES DE PELIGRO
- DAÑO POTENCIAL DE ESTRUCTURAS
- COMESTIBLES CONTAMINADOS
- NO SE RESPONDERA AL LLAMADO DE AMBULANCIAS
- OTRAS CONDICIONES PELIGROSAS CON RELACION A LA INUNDACION

POR FAVOR

- **NO FUME** O TENGA CUALQUIER TIPO DE LLAMA ENCENDIDA
- LA ENTRADA SERA SOLO POR SU CASA Ó HABITACION
- **NO PERMANESCA** EN SU HOGAR DESPUES DE LAS 4:00 P.M. A MENOS QUE LA POLICIA O EL CUERPO DE BOMBEROS LE DE DIFERENTES INSTRUCCIONES

NOTA: POR AHORA NO EXISTE ELECTRICIDAD EN LA AREA!

EXAMPLE

CITY OF SAN JOSE

WELFARE AND CONGREGATE CARE

DATE: _____

DISASTER KIT FOR FLOOD

Bring the following with you if possible:

- Sleeping bag, or warm blankets
- Hygiene items: Medication, vitamins, soap, towels, toothbrush, etc.
- Personal identification, checkbook
- Extra warm clothing, boots
- Flashlight and transistor radio
- Extra eyeglasses

Have these items ready in case you have to move fast. Remain calm and follow directions of evacuation personnel!

PLEASE TRY TO FIND SHELTER WITH FRIENDS OR RELATIVES; RED CROSS WILL OPERATE SHELTER AT LOCATIONS TO BE ANNOUNCED.

EXAMPLE

CIUDAD DE SAN JOSÉ

ASISTENCIA PUBLICA Y CONGREGAR CUSTODIA

FECHA: _____

Traiga estas cosas si es posible:

- Colcha-cama o colchas calientes
- Cosas de higiene: Medicacion, vitaminas, toallas, cepillo de dientes, etc.
- Identificación personal/licencia, talonario de cheques
- Suplementario de ropa caliente, botas
- Linterna y radio transistor
- Adicional antiojos

Tenga estas cosas listas en caso si tienen que salir rápidamente. Quedese calmado y sigue las instrucciones de el personal de evacuación.

RESOURCES AVAILABLE FOR FLOODING EMERGENCIES

ITEM	NUMBER	DESCRIPTION	CONTACT/LOCATION
BOATS	4	Avon-type inflatable w/motors and trailers (all boats will be delivered with operators).	Search & Rescue Phil Emory Pager # 589-2048 745-6169 (home)
	1	21' Patrol Boat with 150HP	
	5	Fiberglass 17' Boston Whalers	Santa Clara County Parks & Recreation – 355-2200 Call County Comm, Sheriff Dispatch Center – 299-3233 for following:
	3	Fiberglass 13' Boston Whalers	
	1	Aluminum 12' Skiff	
	1	Inflatable Boat	Bill Ventura - 28R1 Pager # - 288-1932 Jim O'Connor – 38R1 Pager # - 951-5925 Matt Anderson – Pgr: 619-0056
	1	17' Boston Whaler w/50 HP Engine	
	1	12' Livingston w/15 HP & Trailer	City of San Jose Convention, Arts & Ent. Jim Johnson 277-3500 24-hour # - Standby Superv. Cell #: 582-4804
	6	Rowboats, Lake Cunningham	
	3	Canoes	
		<u>Lake Almaden</u>	
	1	12" Livingston w/15HP w Trailer	
	1	17' Boston Whaler 55HP w Trailer	Rick Pooler - 277-5130 Home #
	2	Four-man Aluminum Boats	
	1	14' inflatable boat 9hp on trailer	
	4	18' Flat Bottom Boats w/5 HP Motor	
	1	18' Flat Bottom Boat/25 HP Motor	WPCP, Maintenance John Gibbs Ron Garner Dale Ihrke 24 Hours - 945-5300
	1	Out-Board Motor Boat	
	1	13 1/2' Inflatable Boat on Trailer w/25 HP	
	1	13 1/2' Inflatable Boat on Trailer w/15 HP	Bay Bird Observatory 12 90 Hope Street Alviso, CA Peg Woodin, Janet Hanson Office # - 946-6548 Peg Woodin - 24 hr # - 262-6204 Janet Hanson - Home # - (650) 851-2026 Lou Young - (408) 252-2145

ITEM	NUMBER	DESCRIPTION	CONTACT/LOCATION
BOATS (Cont)	2 1	Aluminum Boats Boston Whaler	SCVWD Rinconada Water Treatment plant (RWTP) - 395-8121 Darrell Williams - 265-2607, x2405 (Aluminum Boats) James Scott - 265-2607, x2119 (Boston Whaler)
	21	Rafts/Boats (Two person, Vinyl)	G&M Sales Company 1667 Market Street San Francisco, CA (415) 863-2855 Day contacts: Robbie & Perry Kerson Emerg. Contact: Robbie Kerson Home: (415) 453-4855 Perry Kerson - Home: (415) 457-3243
CELLULAR PHONES		Provide cellular phone numbers & service	AT&T 1-800-888-7600 24-Hour # - Lisa Candee Work # - (415) 640-3901 Home # - (415) 571-6470 Pager # - (415) 253-0297
DIVERS	12-Person Team	Twelve-person SCUBA Team responds w/power boat & equipment van	Santa Clara County Ed Laverone 808-4764 Sheriffs Department Search & Rescue – 808-4570 24-Hr: OP CTR – 808-4410
FOOD		Checking account to \$1,000 (Any amount in an emergency)	City of San Jose Purchasing Gay Gale, 918-7814
LIFE JACKETS	100	Life Jackets	Mel Cotton's Camping Equipment Neil Collins - 287-5994, X25 (Normal Hours)

ITEM	NUMBER	DESCRIPTION	CONTACT/LOCATION
CAMPING EQUIPMENT	60-70	Cots Sleeping Bags (Cotton) Tents (Miscellaneous) Stoves, Lanterns, other camping equipment Camping, Backpacking gear, life jackets, survival equipment of all types	Mel Cotton's (Same as previous page) G&M Sales Company 1667 Market Street San Francisco, CA (415) 863-2855 Day contacts: Robbie & Perry Kerson Emerg. Contact: Robbie Kerson Home: (415) 453-4855 Perry Kerson - Home: (415) 457-3243
	20	Battery Operated Handlights, Fresh Batteries	San Jose Fire Dept. Company Stores
MISC. EQUIPMENT	1 1 1	4-Wheel Drive Chevy Blazer Portable Generator Trash Pump	City of San Jose Convention, Arts & Ent. Jim Johnson 277-3500 24-hour # - Standby Supervisor Cell #: 582-4804
PORTABLE TOILETS		Portable toilets, two hours maximum response time	Acme & Sons Sanitation 1880 S. Seventh Street San Jose, CA 295-2263 (24-Hour #)

INUNDATION AREA ACCESS CONTROL AND SECURITY PLAN

DEPARTMENT: Police

CONTACT PERSON: Deputy Chief of BFO (277-4715)

I. GENERAL APPLICATIONS

- Notification of emergency warning or evacuation by City Manager.
- Chief of Police alerts Deputy Chief of Police, Bureau of Field Operations.
- Deputy Chief of Bureau of Field Operations mans Emergency Operations Center (EOC) police position. Designates a Captain to be the Police Tactical Operations Commander in the EOC and a Lieutenant or Sergeant to assist the Captain.
- Police Communications' supervisor maintains an activity log containing street closures, etc.
- The Captain (tactical operations commander) designates any Lieutenants, Sergeants, or Officers to assist in the EOC as needs dictate.
- Immediate area survey by the Area Commander (Field Lieutenant) who will have Special Operations Units available as a resource (i.e., Traffic Enforcement Unit and police helicopter - Air 1).
- Tactical Operations Commander utilizes flood readiness checklist and Police Bureau of Field Operations office personnel to make preliminary contact for equipment and other needs.
- Area survey report and further personnel designations and assignments.
- Assist fire department with emergency warning and area rescue. Evacuate the **AREA**.
- Provide traffic control and security for flood emergency area on a 24-hour basis, as appropriate.

II. WATERCRAFT AND RELATED EQUIPMENT

- Boats and vehicles will be operated by or under direct control of police or fire personnel at all times.
- All evacuations and security patrol equipment will be used and operated in a safe and expeditious manner.
- Special care will be taken by all personnel to prevent damage to area structures and temporary water diversion systems through improper equipment and vehicle usage.
- Boat and vehicle waves and wakes will be kept to an absolute minimum in critical areas.
- No personnel to be assigned to boat operations unless wearing a life jacket, and the determination that they can swim.
- A sufficient supply of additional outboard motors should be available. Repairs on malfunctioning boats and motors should be completed as soon as possible by the vender approved by the City Purchasing Department. (See Attachment 5 for resources/equipment.)

III. AIRCRAFT OPERATIONS

Air 2 Commander - Lieutenant Santiago Trejo: Work: 277-4099, Home: 847-7521, pager: 989-4216, cell phone: 219-6652
Sgt. Gary Hirata: Work: 277-5424, Pager: 989-3878, Home: (925) 484-0550

Fixed-wing aircraft maintains four hours air time before refueling becomes necessary.

Helicopter maintains 2.5 hours air time before refueling becomes necessary.

A. Air 2 Applications

- Aerial surveillance as needed above the City.
- Communication capable with all surrounding agencies (Santa Clara Police via Fire channel only).
- Communication relay capable with agencies of difficult RT bands, i.e., simulcast with Sheriff, SJPD, and CHP.
- Video downlink capabilities.
- Helicopter has public address systems capable of disseminating evacuation orders.
- Global positioning via satellites (GPS navigation) enabling helicopter to navigate to exact

- areas in case of massive power failure.
- On-board infra-red (FLIR) to look for and detect major leaks in dams or flooded areas not visible to the human eye.
- Thirty million candlepower floodlights.

B. Department of Justice Air Assets Program

Department of Justice (DOJ) maintains the following aircraft with pilots to lend to agencies during emergencies:

- Six fixed-wing aircraft
- Eleven light helicopters
- Sixteen heavy helicopters.

Requests may be made via Sacramento DOJ Office:

- Command Center 24-hour number: (916) 227-3244

IV. EQUIPMENT NEEDS

- A. Police Command Posts
- B. Flood Kit
 - 1. Citizen security passes and stamp
 - 2. Extended security passes - VIP
 - 3. Visitor log form
 - 4. Communications activity log form
 - 5. Assignment sheets
 - 6. Evacuation order
 - 7. North San Jose flood area maps - both aerial photos and copies
 - 8. Alviso area key facilities list - special security precautions
- C. Barricade Truck and Supplies
- D. Flares (additional in Central Warehouse)
- E. Department of Transportation
 - 1. Utility vehicles, 2½-ton trucks, etc.
 - 2. Portable toilets
- F. Purchasing Department
 - 1. Boats (life jackets)
 - 2. Rain gear (boots)
 - 3. Special lighting equipment
 - 4. Food service

V. TRAFFIC CONTROL PLANS

This traffic control contingency plan is provided as a general guideline only. Control points

suggested herein are based on past history of water levels on specific roadways and subsequent traffic flow.

This plan covers three levels of manpower commitment, based on the severity of flooding.

A. Level One - flooding restricted to Alviso only

1. FREEWAY 237 AND GREAT AMERICA PARKWAY - no northbound traffic into Alviso (Santa Clara PD, CHP)
2. FREEWAY 237 AND LAFAYETTE - no northbound traffic into Alviso (Santa Clara PD, CHP)
3. FREEWAY 237 AND NORTH FIRST STREET - no northbound traffic into Alviso (SJPd - two officers); westbound 237 offramp (CHP, Caltrans)
4. HIGHWAY 237 AND ZANKER - no northbound traffic (SJPd, 2 officers); westbound 237 offramp (CHP, Caltrans)

B. Level Two - Highway 237 flooded

1. Westbound ramp closed on Highway 880 at 237 (Caltrans, CHP)
2. Eastbound Freeway 237 closed at Great America Parkway (Caltrans, CHP)
3. Northbound Lafayette closed at Yerba Buena Way (Santa Clara PD)
4. Northbound First Street closed at Tasman Drive (SJPd - two officers)
5. Northbound Zanker closed at Tasman Drive (SJPd - one officer)
6. Northbound First Street closed at Vista Montana (SJPd - one officer)

C. Level Three - Montague Expressway flooded

1. Westbound ramp closed on Freeway 880 southbound at Montague Expressway (Caltrans, CHP)
2. Westbound ramp closed on Freeway 880 northbound at Montague Expressway (Caltrans, CHP)
3. Westbound Montague Expressway closed at Old Oakland Road (Milpitas PD)
4. Westbound Montague Expressway closed at O'Toole Avenue - barricaded only
5. Eastbound Montague Expressway closed at Great America; route all traffic west on Montague Expressway to 101 (Santa Clara PD)
6. Montague Expressway and North First Street - no traffic north or east (CHP, County Transportation Agency)

7. Trimble Road and North First Street - no traffic north or east; route all traffic in large u-turns and return west on Trimble Road to Freeway 101 (SJPD - two officers)
8. Montague Expressway and Trimble Road - no traffic east on Montague Expressway (CHP, County Transportation Agency)
9. Charcot Avenue at North First Street - no traffic east on Charcot; no traffic North on First (SJPD - two officers)
10. East Brokaw Road at North First Street - no traffic east on Brokaw Road; no traffic north on First Street (SJPD - two officers)
11. Old Bayshore Road at North First Street - no traffic north on First Street (SJPD - two officers)
12. North First Street at Daggett Drive - no traffic eastbound; barricaded only (SJPD)
13. North First Street at Plumeria Drive - no traffic eastbound; barricaded only (SJPD)
14. North First Street at Bonaventura Drive - no traffic eastbound; barricaded only (SJPD)
15. North First Street at Component Drive - no traffic eastbound; barricaded only (SJPD)

In the past the most severe traffic control problems have occurred Monday through Friday during prime commute hours. From 0600 to 0900, and from 1430 to 1830 hours, every intersection identified above may require personnel as noted. During slack traffic periods the on-duty commander will be required to assess the situation and make adjustments as necessary. However, the general plan that has been successful in the past is to route morning commute traffic southbound on Freeway 880, and then northbound on US 101. In the evening traffic must be directed away from Freeway 237 south on Great America Parkway or Lafayette to US 101, then south to Freeway 880.

VI. OTHER AGENCY CONTACTS

- A. California National Guard
Office of Emergency Services must request the above services by calling the State OES 24-Hour Warning Patrol Center: (916) 845-8911
- B. California Highway Patrol: (707) 551-4102
- C. Milpitas Police Department: City x4155 / 263-1212
- D. Santa Clara County Sheriff's Office: City x4340 / 294-1334
- E. Santa Clara City Police Department: City x4740 / 615-4700; Dispatch: 615-5580
- F. Mobile Home Parks Management and Security Contact Persons (see Attachment 2).

VII. EVACUATION

When the evacuation order for any portion of the San Jose community has been given by the City Manager, the Police Department will assist Fire personnel in notification procedures by announcement of evacuation by public address systems from Air 2 and patrol vehicles. Final evacuation verification may be made on a door-to-door basis through both Fire and Police Departments.

Arrangements have been made with the mobile home parks in the north San Jose area for notification assistance by resident personnel (see Attachment 2).

ALVISO ASSEMBLY POINTS

LOCATION	MAP GRIDS #
1. SUMMERSET MOBILE ESTATES 2052 Gold Street Alviso, CA 95002	29-80
2. GEORGE MAYNE SCHOOL* 1490 Taylor Street Alviso, CA 95002	30-80
3. OAK CREST ESTATES* 4271 North First Street San Jose, CA 95134	31-80
4. NORTH FIRST STREET & NICKOLSON	31-79
5. LAMPLIGHTER* 4201 North First Street San Jose, CA 95134	31-79

*These locations are potentially floodable.

**POTENTIAL CONGREGATE CARE CENTERS
IN ALVISO**

PUBLIC SCHOOLS	EMERGENCY NUMBERS .	CAPACITY	MAP GRIDS
Eastside Union High School District Office 830 North Capitol Avenue San Jose, CA 95133 (408) 347-5000	David Sykes, Security Work: (408) 347-5120 Home: (408) 978-1404 Cell: (408) 640-0395		
1. Independence High School 1776 Education Park Drive San Jose, CA 95133 (408) 928-9500 John Duran, Assist. Principal Work: (408) 928-9520 Home: (408) 978-6023 Pager: (408) 690-2147	John Nunez, Custodian Work: (408) 928-9612 Home: (408) 995-5110 Pager: (408) 347-7621	1,600	43-73
2. Piedmont Hills High School 1377 Piedmont Road San Jose, CA 95132 (408) 347-3800 Carol Blackerby, Principal Work: (408) 928-9520 Home: (408) 978-6023 Pager: (408) 690-2147 Richard Uribe, APA Work: (408) 347-3800 Home: (831) 636-0683 Cell: (408) 690-2153	Jerry Rodriguez, Custodian Work: (408) 347-3824 Home: (408) 292-4596 Pager: (408) 347-7626 Juan Cruz, APED Work: (408) 347-3800 Home: (408) 270-2605 Cell: (408) 313-0473	1,600	44-77
3. James Lick High School 57 North White Road San Jose, CA 95127 (408) 347-4400 Bernie Olmos Principal Work: (408) 347-4410 Home: (408) 271-9192 Cell: (408) 836-1844 Vic Maestras, Assist. Principal Work: (408) 347-4430 Home: (408) 272-5566 Cell: (408) 690-2149	Ruben Hernandez, Custodian Work: (408) 347-4514 Home: (408) 270-0233 Pager: (408) 888-7241	1,600	46-72

<p>4. Milpitas Sports Center 1325 E. Calaveras Blvd. Milpitas, CA 95035 Contact: Bonnie Greiner (408) 586-3225</p> <p>First Point of contact: Americo Silvi – EOC Milpitas (408) 586-2810</p>	<p>Milpitas Police 24-Hour Dispatch Number: (408) 586-2400</p>	<p>800</p>	
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NASA Ames DART Water Rescue Team
24 Hour Emergency Contact Number: 1-650-604-5416

Note: Estimated response times are expected to drop significantly with time or pre-notification				
Ready at Staging				
Business Hrs	Non Business Hrs	Personnel – Deployable to Local Area (Note – Volunteer Team So All May Not Be Available)		
30 min	1.5 hr	2	Team Leads – One in Pager Range at All Times	
1 hr	2.5 hrs	4	Water Rescue Personnel	
			Team Training at OES Type 2 Swiftwater/Flood (Expected Completion by fall-2004)	
			Team Regularly (More than 4 Times/Year) Trains in Guadalupe Slough/Lower Bay	
1.5 hrs	3.0 hrs	4	Support Personnel/Limited Amount of Training	
Equipment Resources				
		Main Staging Trailer (Uncommitted Response Assists)		
			Approx. 12 Military Grade Dry Suits (with Insulation)	
			Approx. 20 Large Exposure Suits	
Additional		1	OES Type 2 Swiftwater Team Trailer (Expected Completion by End of 2004)	
Prep/Transit Time		1		Major Equipment Procedure and Staged in Trailer (Needs Final Organization)
Redwood City Marina	Moffett Fuel Dock			
2 hrs	1 hr	2	Inflatable Boat	
			Stage in Type 2 Trailer	
			10’ Avon Fire Rescue Boat	
			9.9 HP Motor with Prop Guard	
			Estimated Max Speed of 12 kts	
			Estimated Draft of 2 ft (Shallow Water Mode on Motor at 1 to 1.5 ft Draft)	
			2.5 or 5 Gallon Fuel Tank (Estimated Range 15 nm/30 nm)	
			Capacity – 2 People for On Plan (Max Speed, 5 People for Slow Speed)	
			Trailer Takes 2” Ball and 6 Pin Electric Connector	
			Call Sign – “Firby 1” and “Firby 1”	
2 hrs	1 hr**	1	Rigid Inflatable Boats	

				Staged on Trailers
				5 Meter Atlantic Rigid Corp (Out of Business)
				70 HP Motor (Prop Guard Needs to Be Reinstalled)
				Estimated Max Speed of 28 kts
				Estimated Draft of 3ft
				18 Gallon Internal Fuel Tank with 5 Gallon Reserve (Estimated Range 100 nm)
				Capacity – 6 to 8 People for On Plane
				On Board Equipment – GPS, Spotlight, Medical Kit
				Trailer Takes 2” Ball and 6 Pin Electric Connector
				Call Sign – “One Back” and “Two Forward”
				**High Tide Launch at Fuel Dock Only – Very Limited
6 hr	4 hr	4	Inflatable Boat with Plywood Floor	
				Stored in Long Term Storage
5 hr	3 hr	2	Life Boats	
			4 Person Life Boats	
3 hr		1	Boston Whaler	
				Staged with HAZMAT Team
				18’ Boston Whaler
				90 HP Motor
				Estimated Max Speed of 25 kts
				Estimated Draft of 4 ft
				2 – 6 Gallon Fuel Tank (Estimated Range 75 nm)
				Capacity – 7 People/1415 lb
				Rigged for Towing Oil Booms (Oil Booms in Storage)
				Note: Very Limited Training with Resource
4 hr		1	Rigid Inflatable Boat	
				Staged with HAZMAT Team
				24’ Rigid Inflatable Boat
				Volve Penta Diesel Motor
				Estimated Max Speed of 30 kts
				Estimated Draft of 5 ft
				30 Gallon Diesel Internal Fuel Tank with (Estimated Range 150 nm)
				Capacity – 18 people
				Note: Untested Resource

ANNEX H

HEAT WAVE RESPONSE

Threat assessment:

During the months of late spring, summer and early fall, the City of San Jose may experience temperatures that rise above 95 degrees for the daily high. Humidity rarely rises above 60%, which means that people seldom experience moist skin during these hot spells, meaning that they may not recognize the heat dangers. Older residents are more likely to experience symptoms of heat stress, including dehydration.

Response plan:

1. The City's Office of Aging monitors the weather to determine if the temperature for the day is likely to rise above 95 degrees. In that case, the Superintendent determines which Senior Centers would remain open as Heat Respite Centers for the community. The Senior Center provides an air conditioned, staffed environment with readily available drinking water, and sedentary activities, such as games and reading.
2. The City's Office of Aging provides a flier that describes the heat respite program and the location of the senior centers. These fliers are distributed during warm weather at the senior centers.
3. The Superintendent of the Office on Aging, or the Deputy Director/Valley Region of Parks, Recreation and Neighborhood Services is the point of contact for other City staff members who wish to request the opening of a heat respite center.
4. The City's Office of Emergency Services provides public education materials on Heat Stress Dangers and "Buddy System for Heat Waves". These fliers are distributed during warm weather months at senior centers, libraries and at public events, and are available for downloading on the City's website.
5. During hot spells the Office of Emergency Services works with the local media to publicize the availability of information on self-care during heat waves, and the opening of the senior centers as heat respite centers.